

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

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AABD

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Quality Control Unit Overview

- QC Unit is managed by Public Health
- QC reviews Active and CAPERS Findings
- QC Specialist review cases based on state and federal regulations
- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.
- A subsample of each month's cases are reviewed by FNS.
- SNAP actions that are reviewed by QC and the QC-PAS are:
 - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
 - SNAP CAPERS- are reviews of the processing status for which households were denied or terminated.
 - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

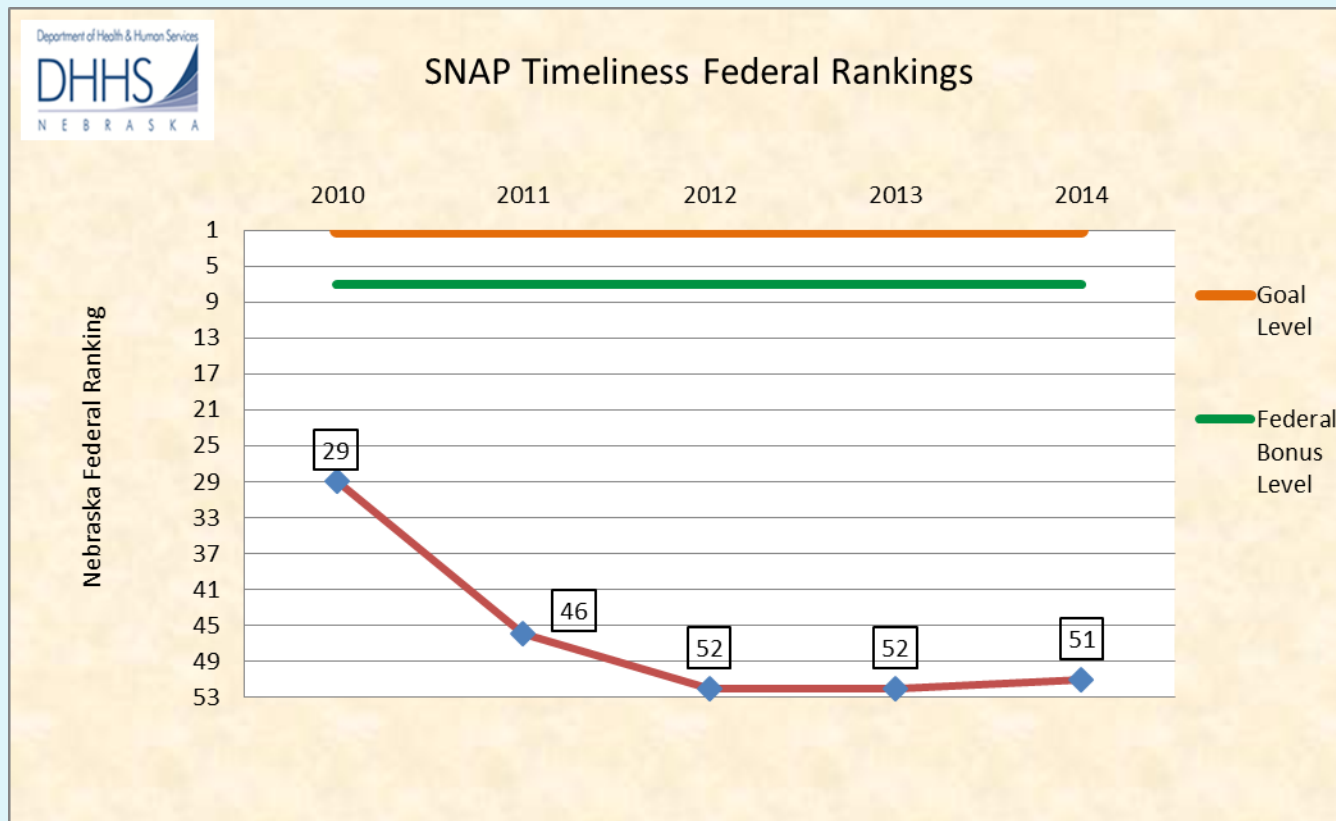
Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
 - **The most current training materials are uploaded on SharePoint under Training Tools by Topic.**
- PAS are now using the NEARS 3 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
 - SNAP
 - SNAP Timeliness
 - Child Care
 - Aid to Dependent Children
 - Assistance to Aged, Blind, or Disabled Payment
 - Low-Income Home Energy Assistance Program
 - Social Services for Aged and Disabled
- PAS review the following Functions:
 - Interviewing
 - Processing
 - Change Management
 - Phone Observations

CHAPTER 2: FEDERAL REPORTING

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

Goal Statement: SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.



The above chart: Shows the current ranking July to January 2014.

Updated: 5/2014.

Timeliness Rankings are released Quarterly.

Timeliness: measured from application receipt date for when benefits are administered and in the customers hands.

Active Findings

Strengths/Accomplishments:

SCR:

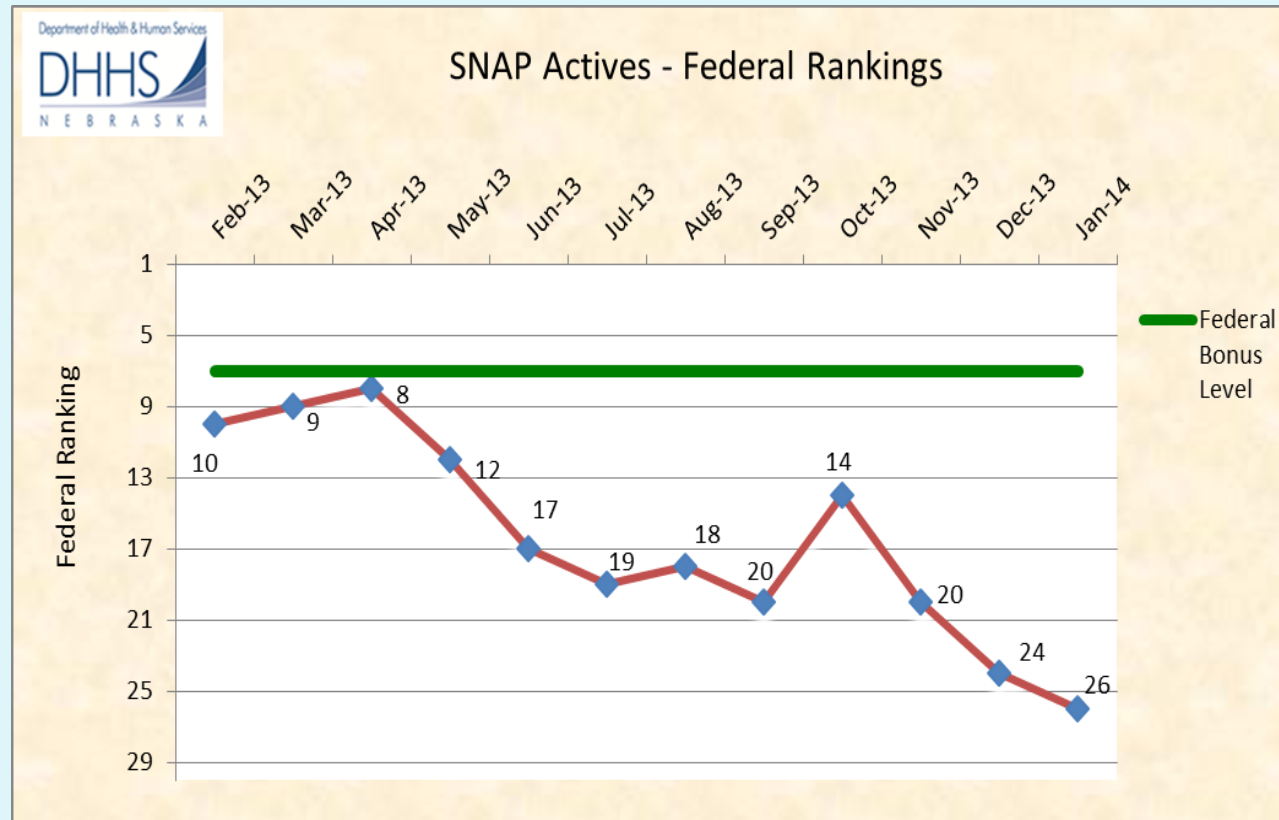
1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
3. SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPVs that have occurred in another state.

Action Items:

1. SCR 15280 will add a new closure reason for people who have been Disqualified from Another State.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

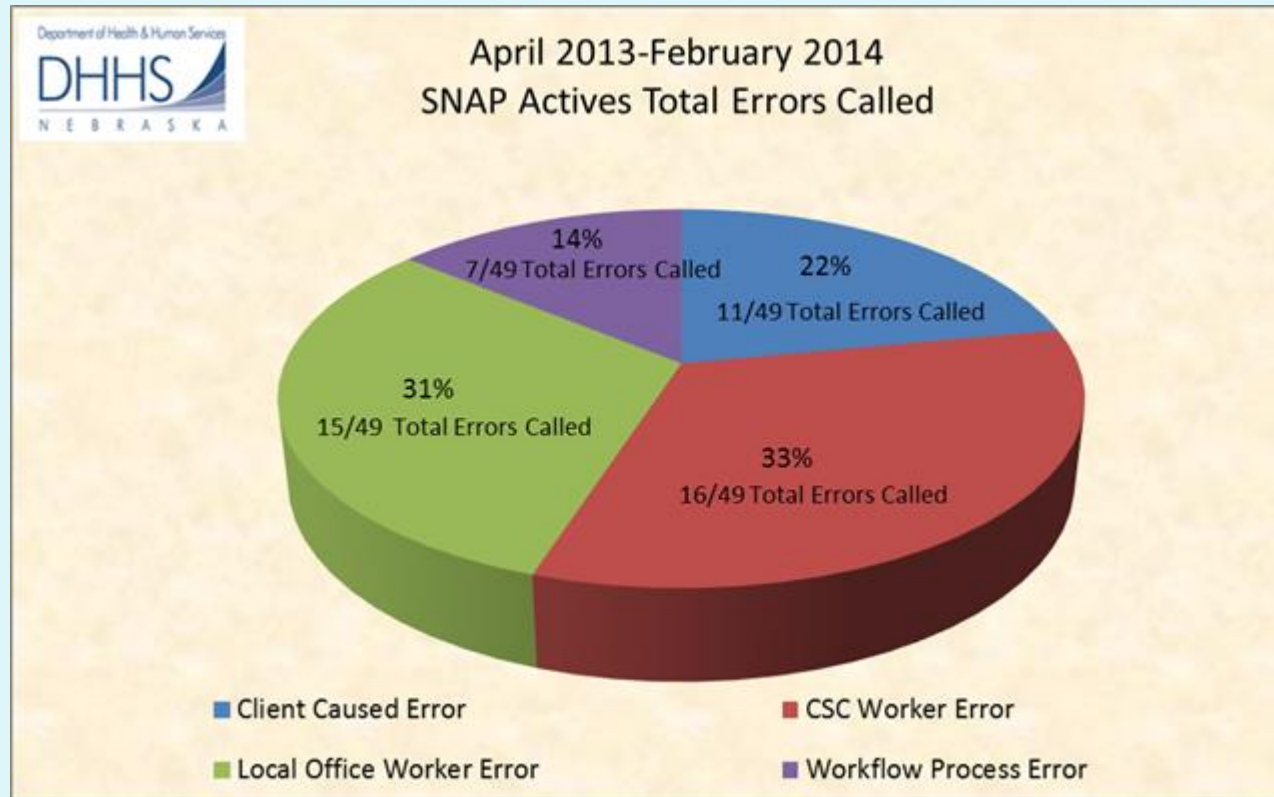
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 2/2013 to 12/2013.

Updated:7/2014.

Active Errors



CSC Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly: 5
Unearned Income not updated/budgeted incorrectly: 3
Household Composition/Exemptions Incorrect: 4

Local Office Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly: 4
Unearned Income not updated/budgeted incorrectly: 5
Shelter/Utility Expenses not updated/incorrect used in budgets: 3

The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

CAPERS Findings

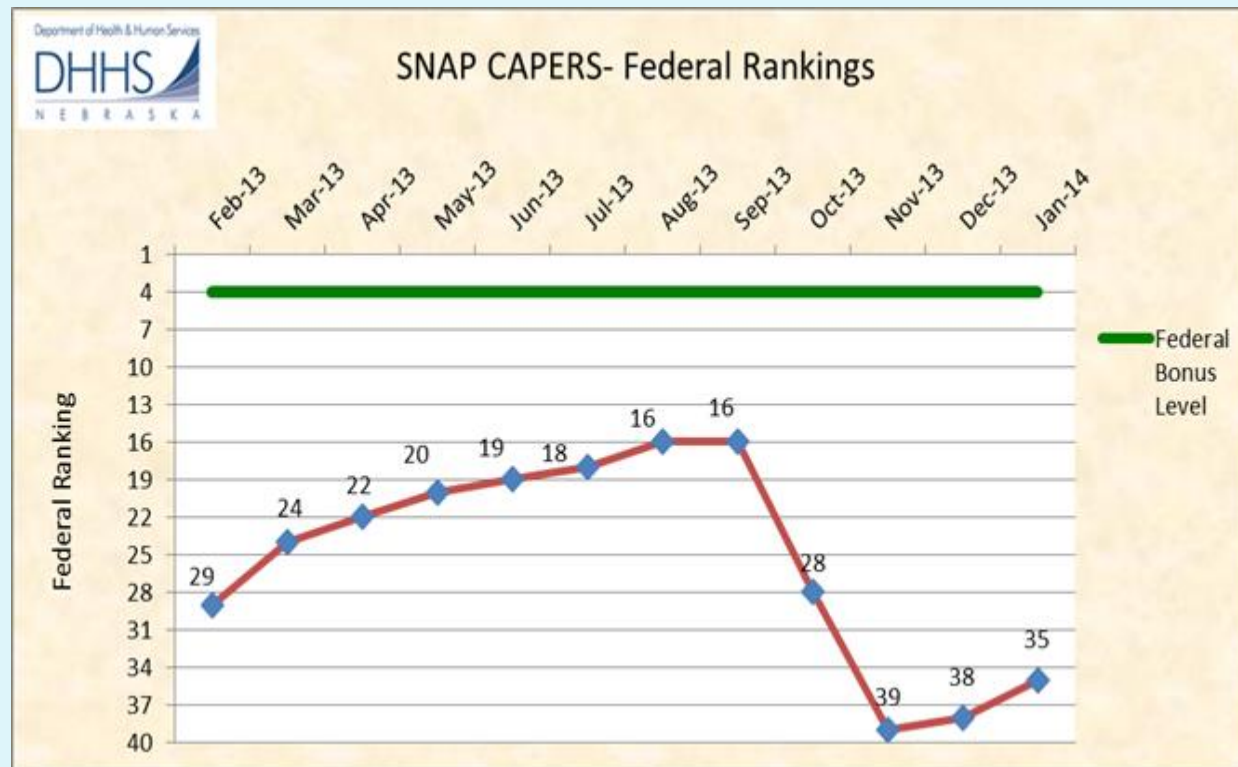
Strengths/Accomplishments:

SCR:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
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Barriers:

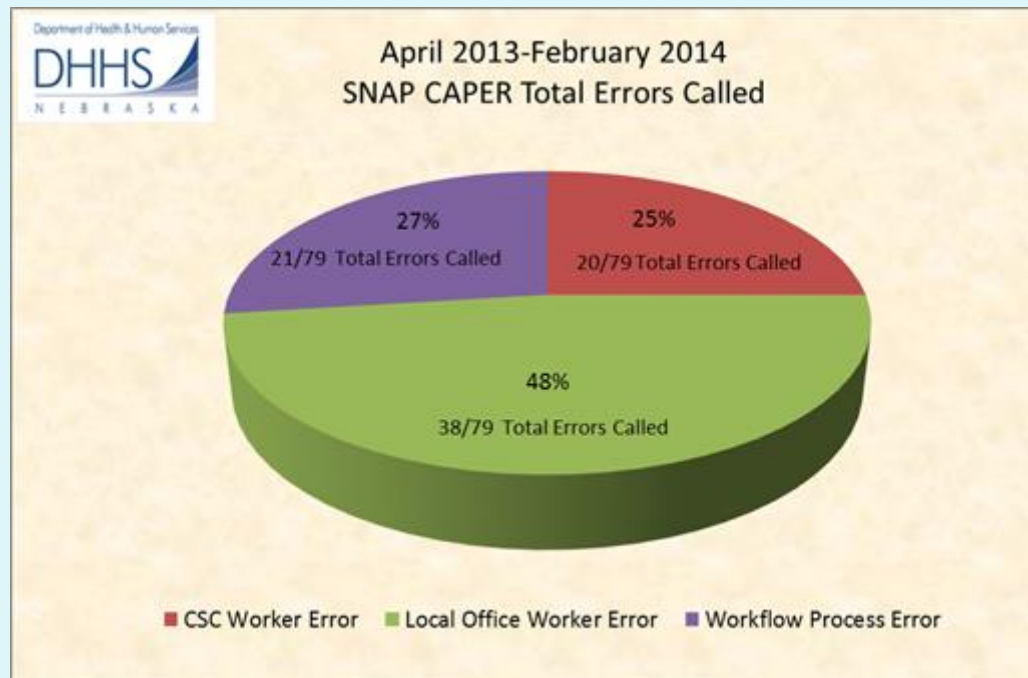
Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows a comparison of CAPERS rankings for 2/2013 to 12/2013.

Updated:7/2014.

CAPERS



Local Office Most Frequently Cited Errors

Case denied untimely for failure to provide after day 30: 12

Incorrect denial - agency delay interview scheduled untimely: 5

Incorrect denial due before day 30 – address error: 3

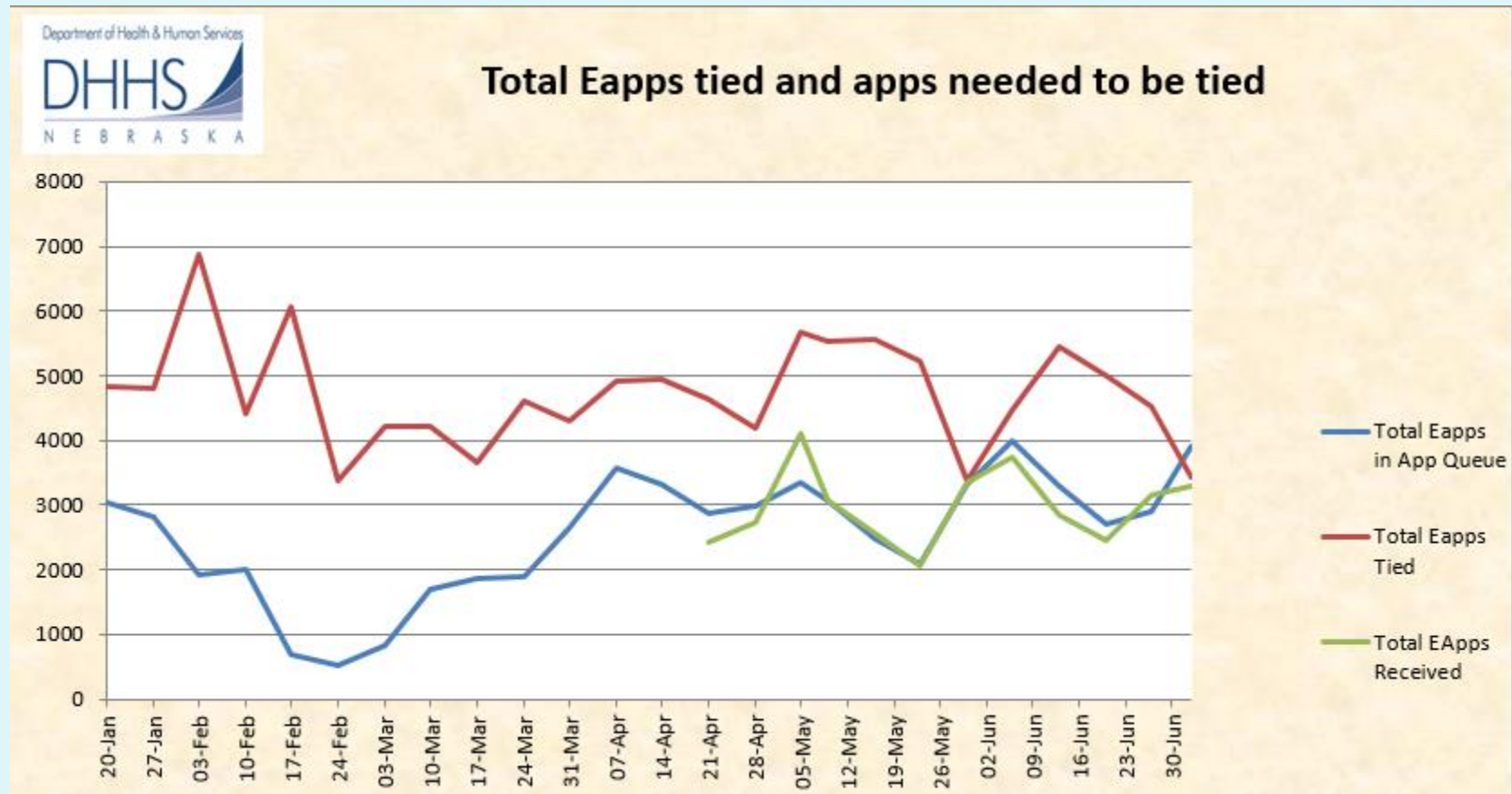
The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

CHAPTER 3: STATE REPORTING

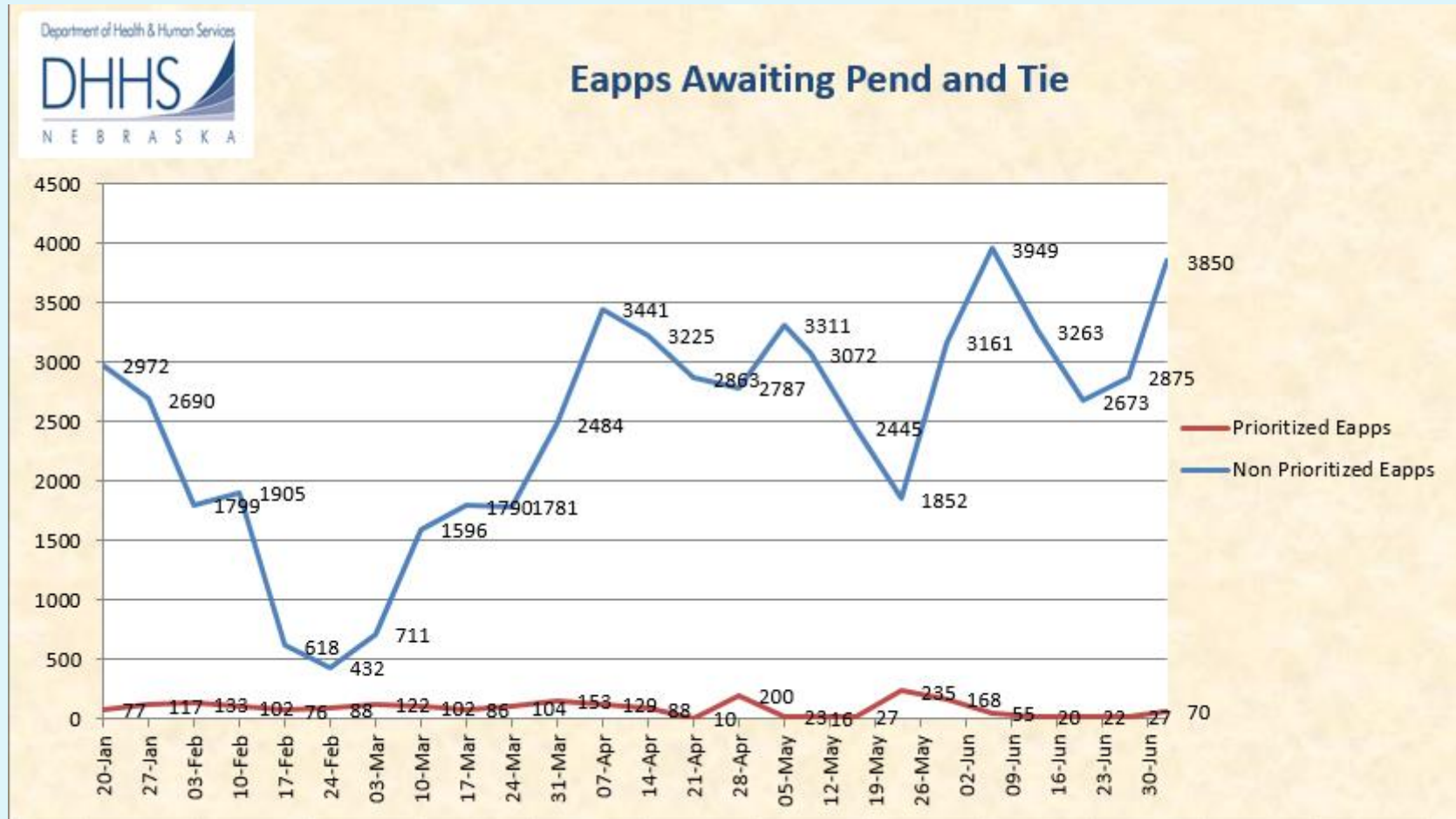
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

Total Electronic Applications

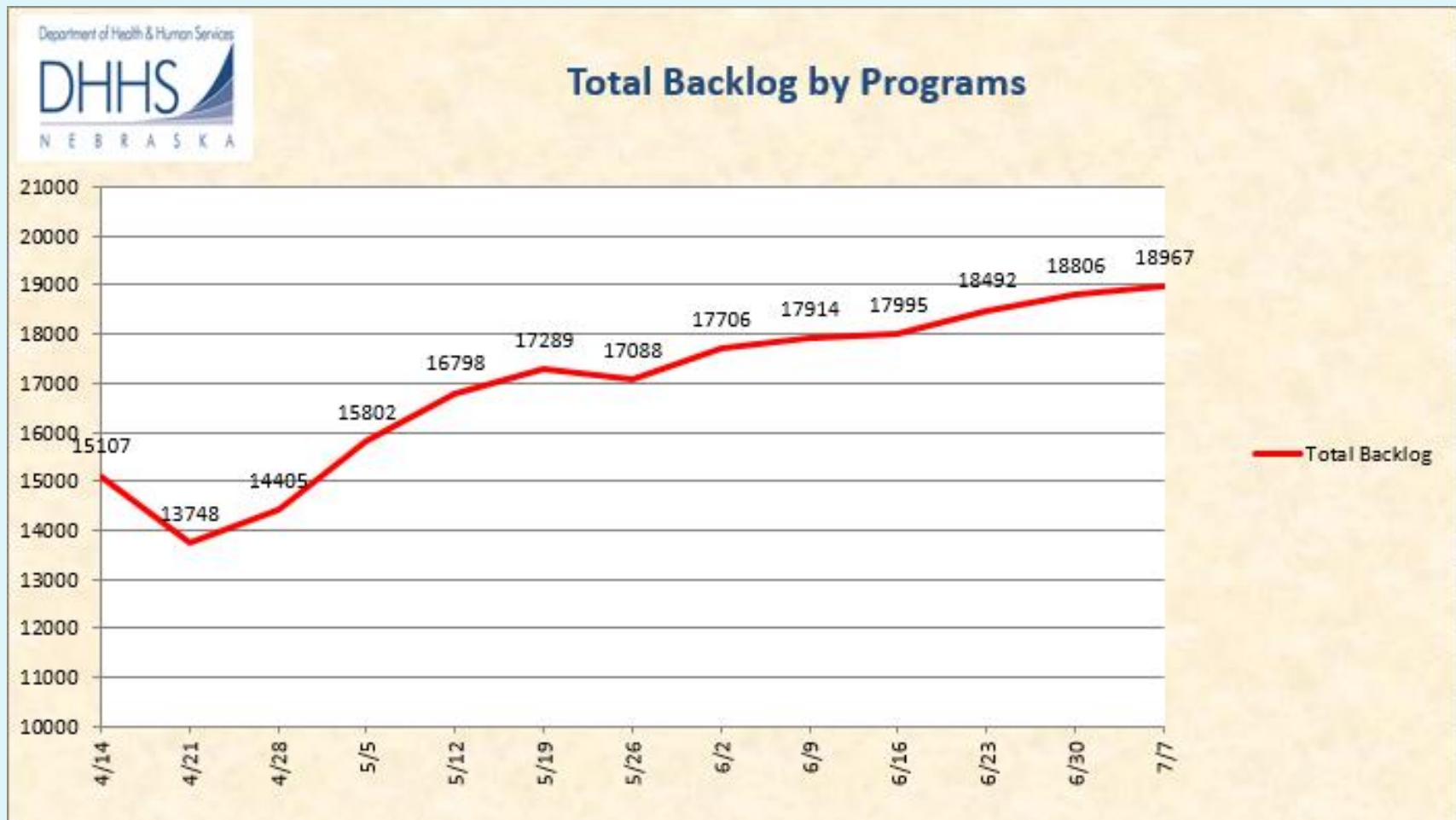


Total Electronic Applications



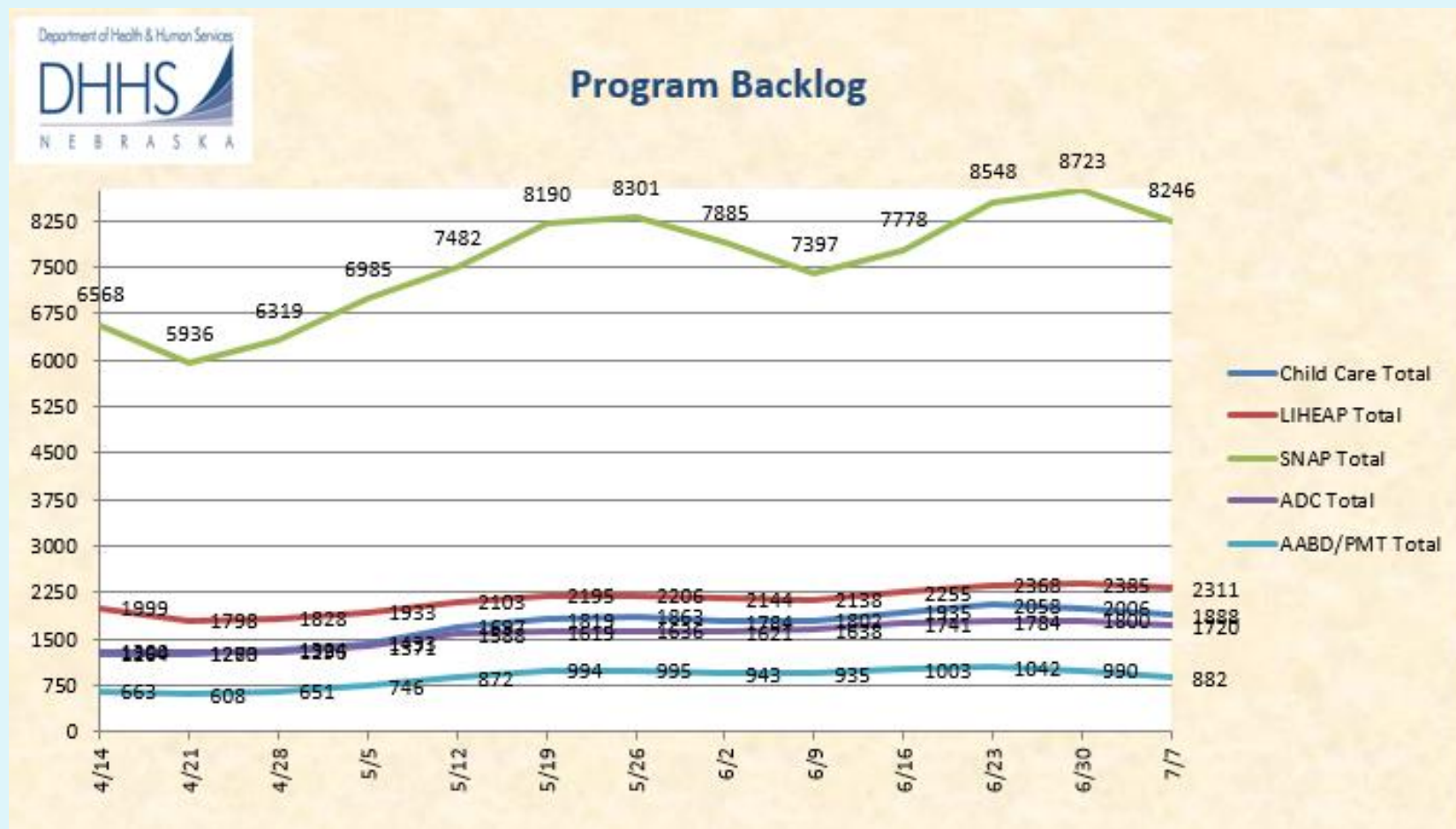
Total Backlog

Definition: Total Backlog is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.



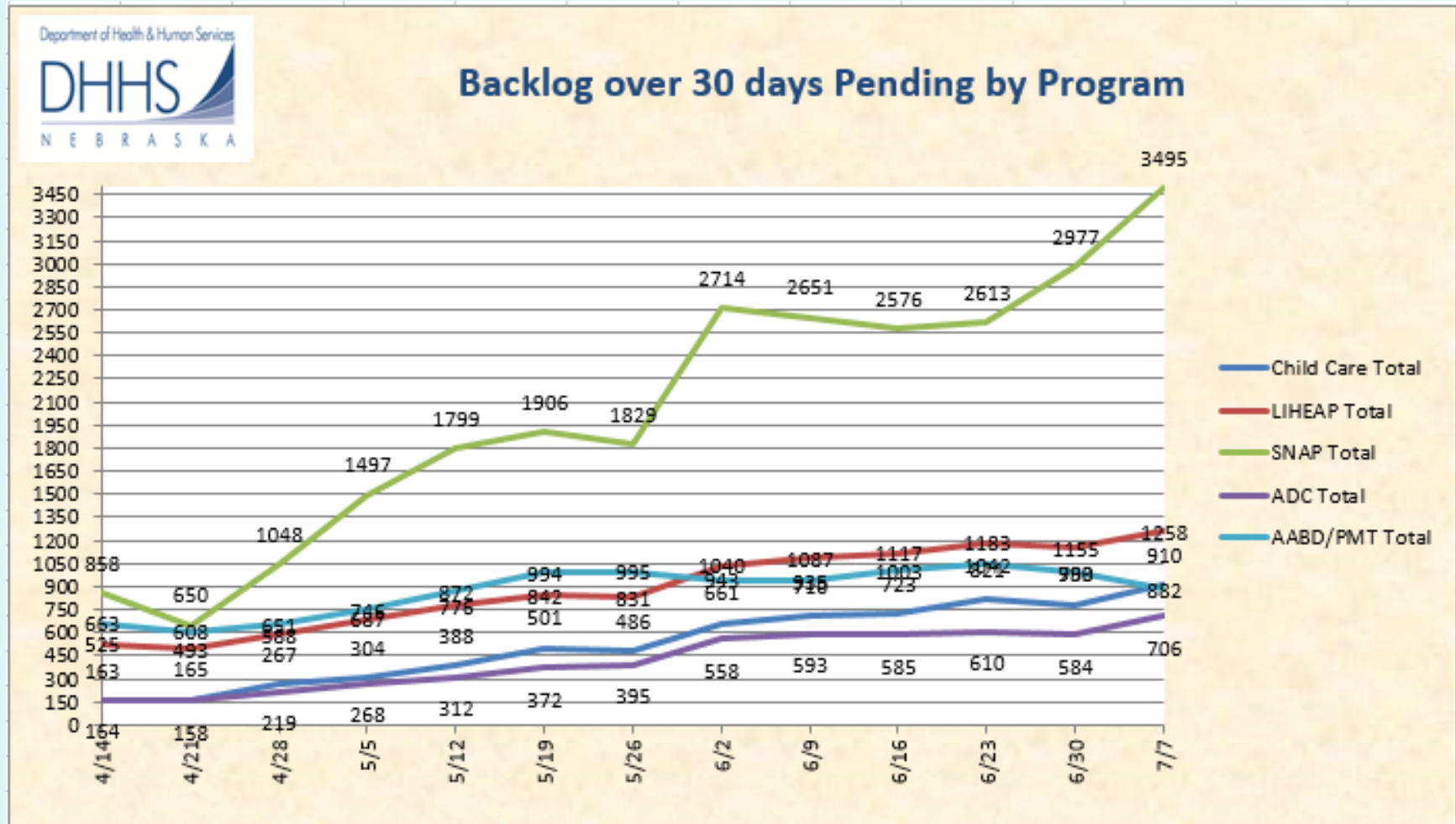
Backlog of Programs

Definition: Program Backlog is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.



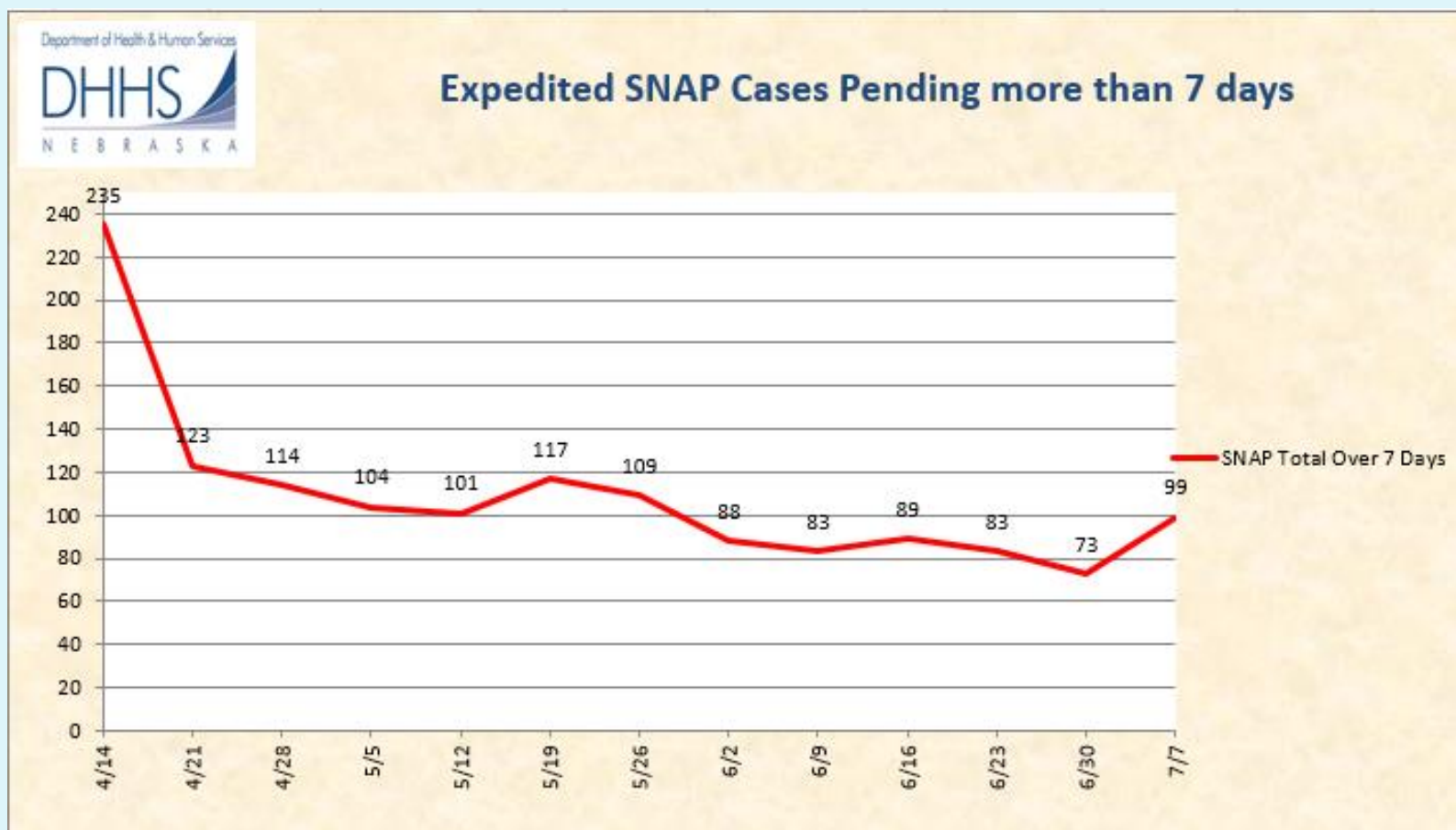
Backlog of Pending Program Cases over 30 days

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.

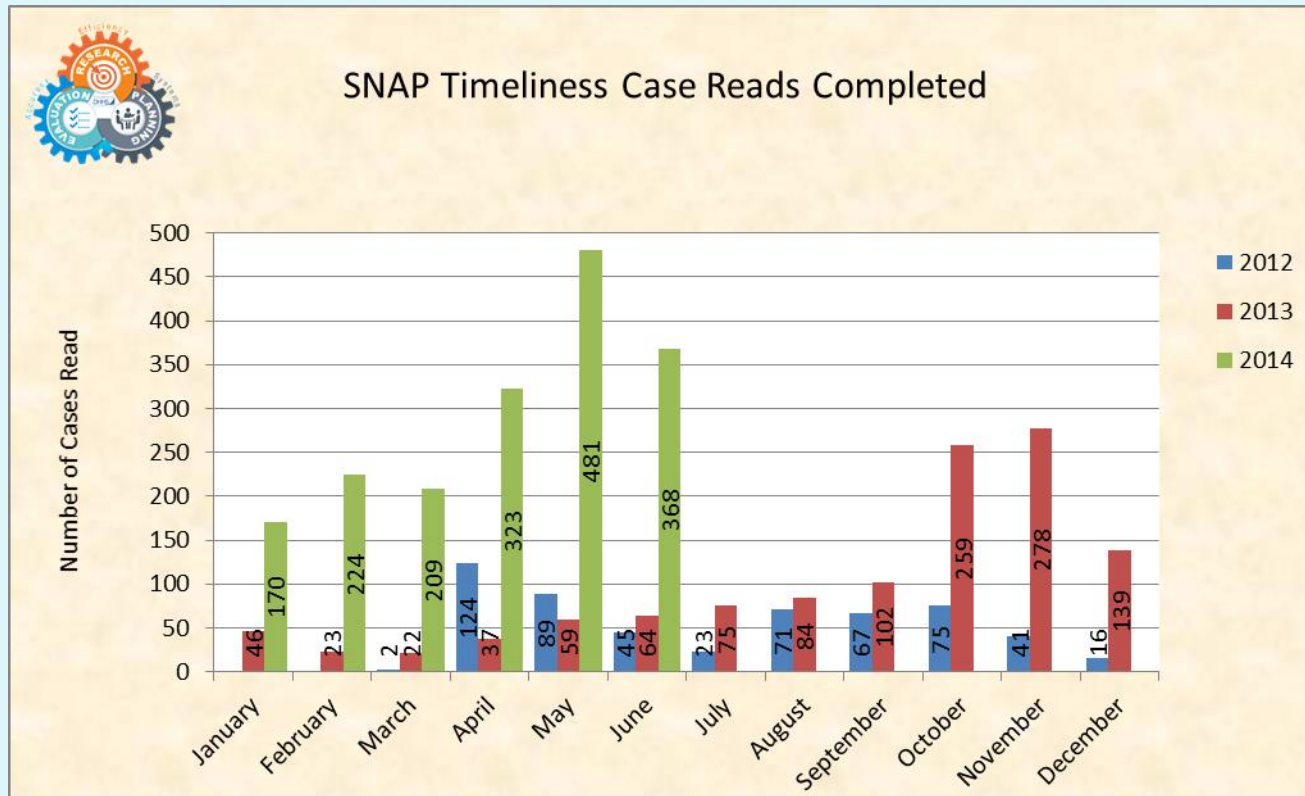


Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.



SNAP Timeliness Case Reads



SNAP: Timeliness

Strengths/Accomplishments:

SCR:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 15066 for July 13 will disallow change of payee and case name of SNAP program cases.

Action Items:

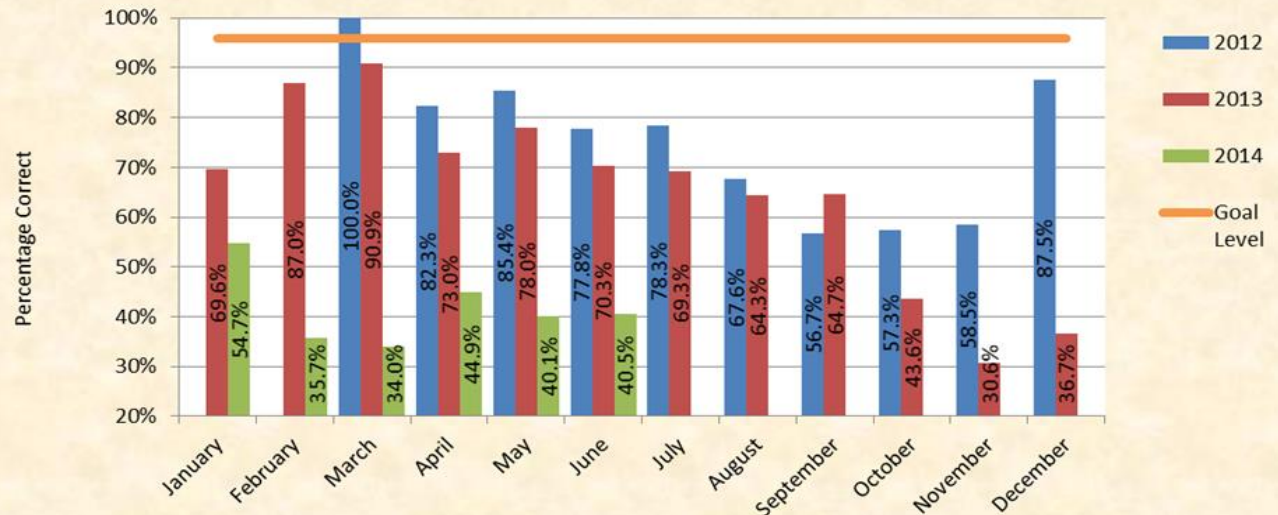
1. SCR 14999 will track the reasons an application was denied untimely.
2. SCZR 4134 for July will fix an edit that allowed a worker to set an expedited indicator in future months and disallowed editing it at the time of processing.
3. EBT card question on the Eapp.

Barriers:

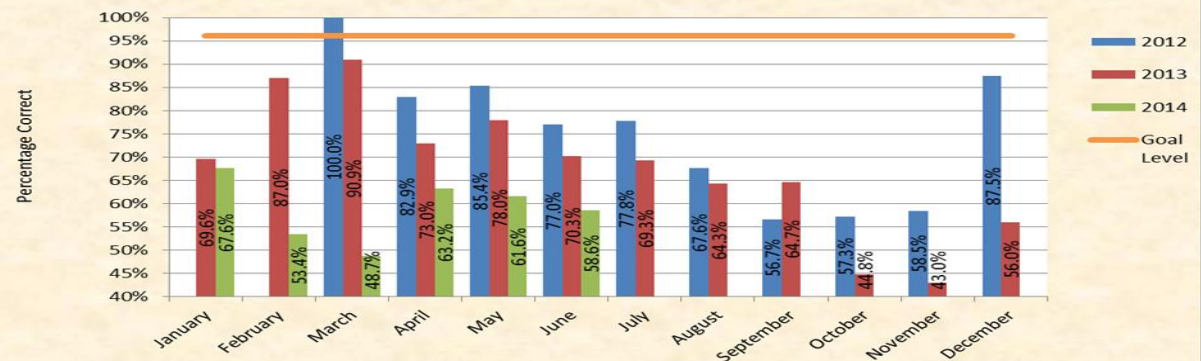
Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.



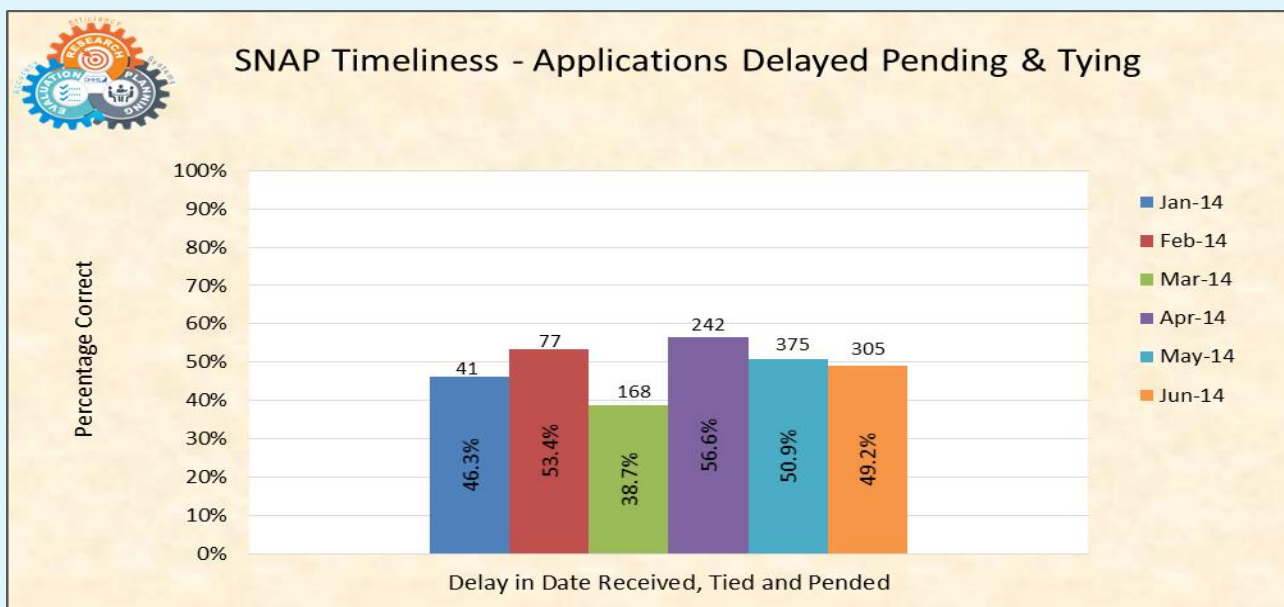
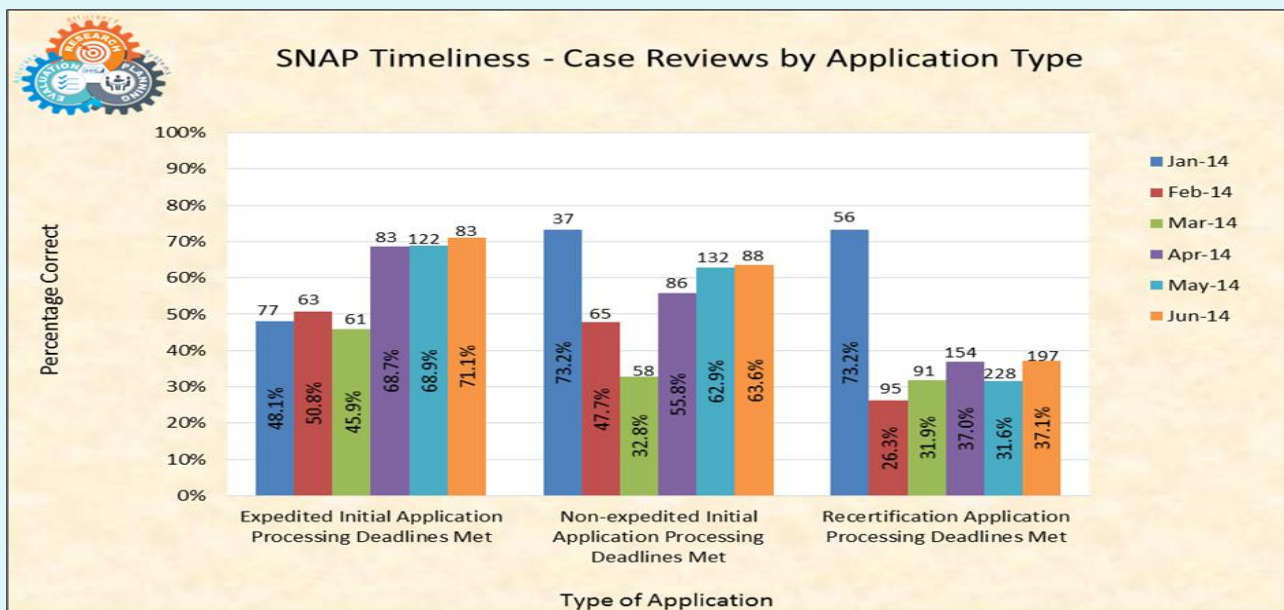
Internal Review - SNAP Timeliness
Overall Case Accuracy Comparison



Internal Review - SNAP Timeliness
Overall Element Accuracy Comparison

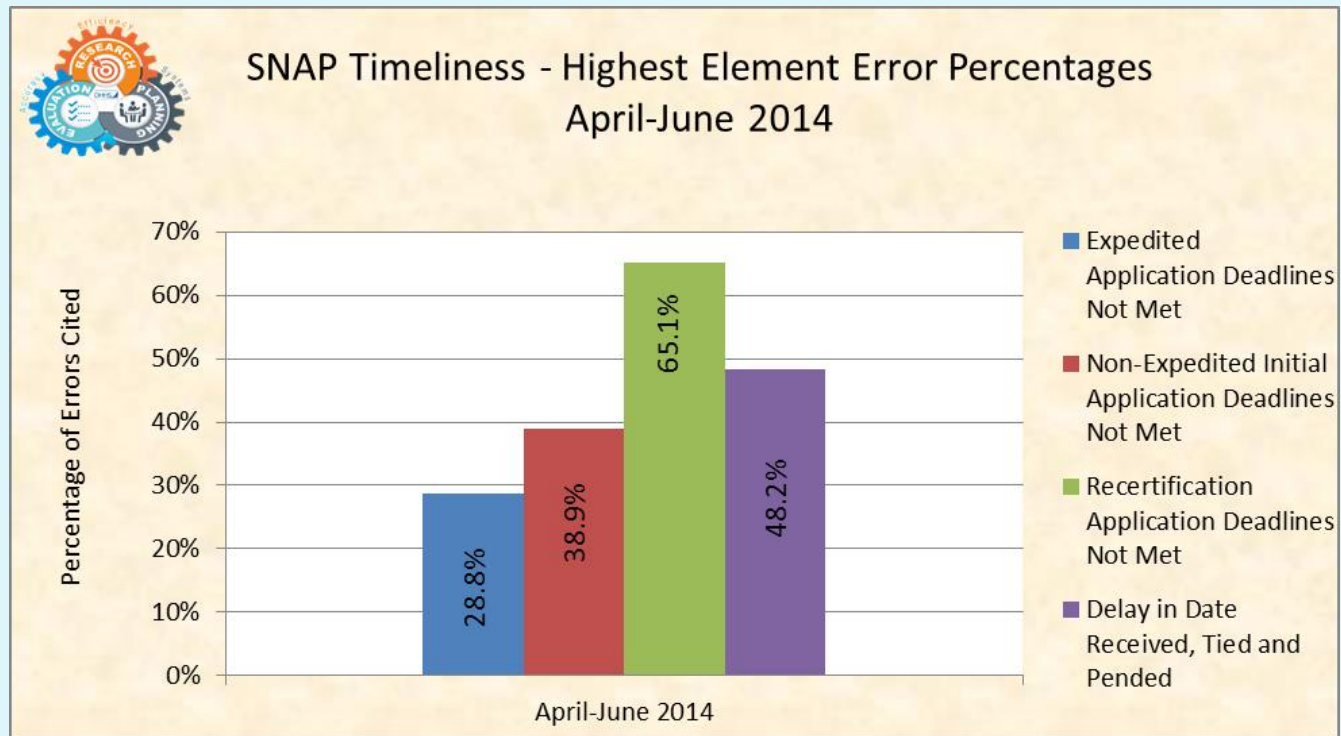


SNAP: Timeliness



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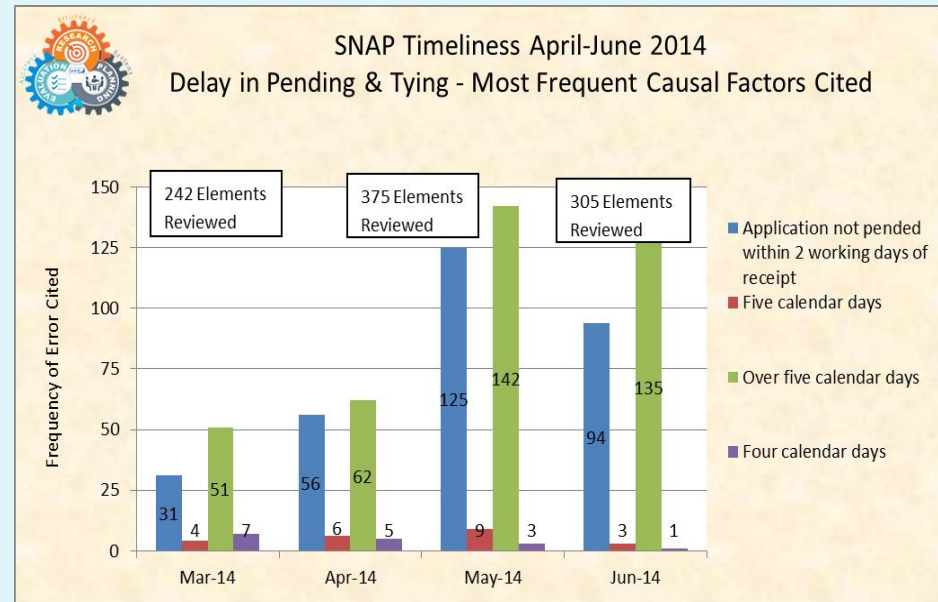
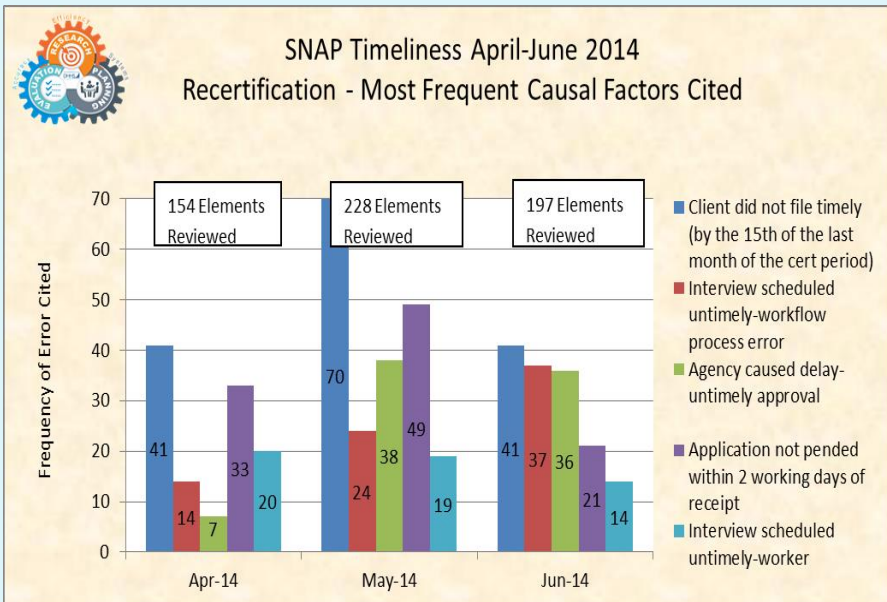
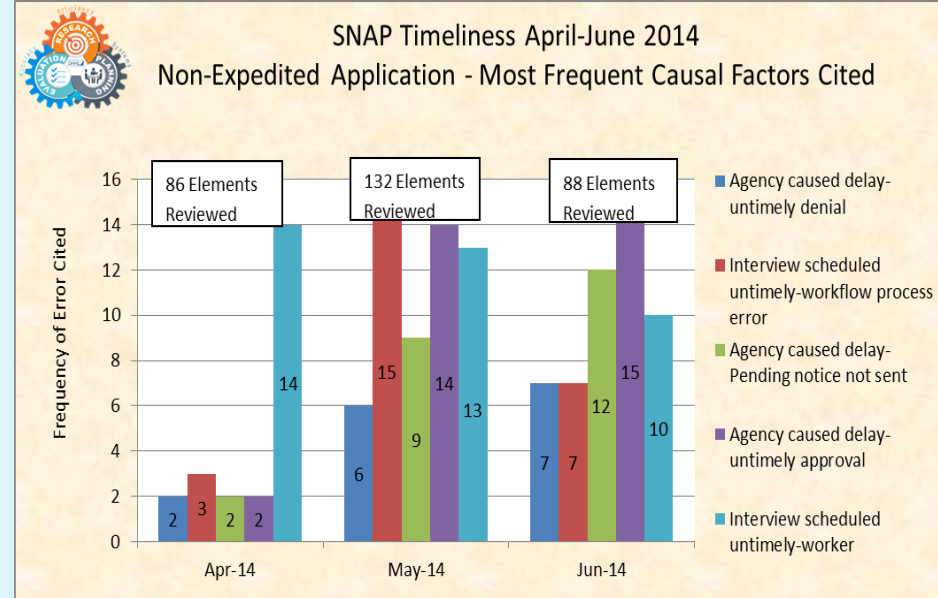
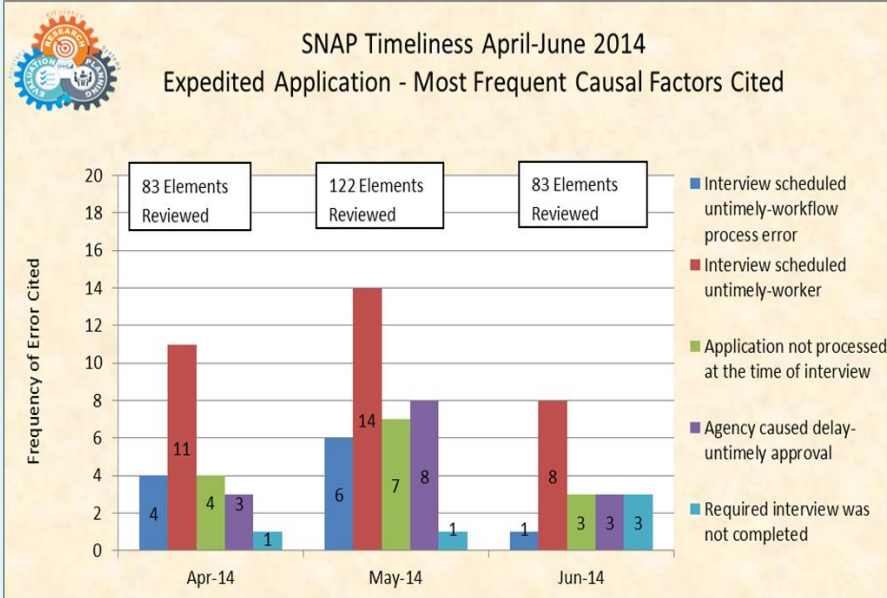
SNAP: Timeliness



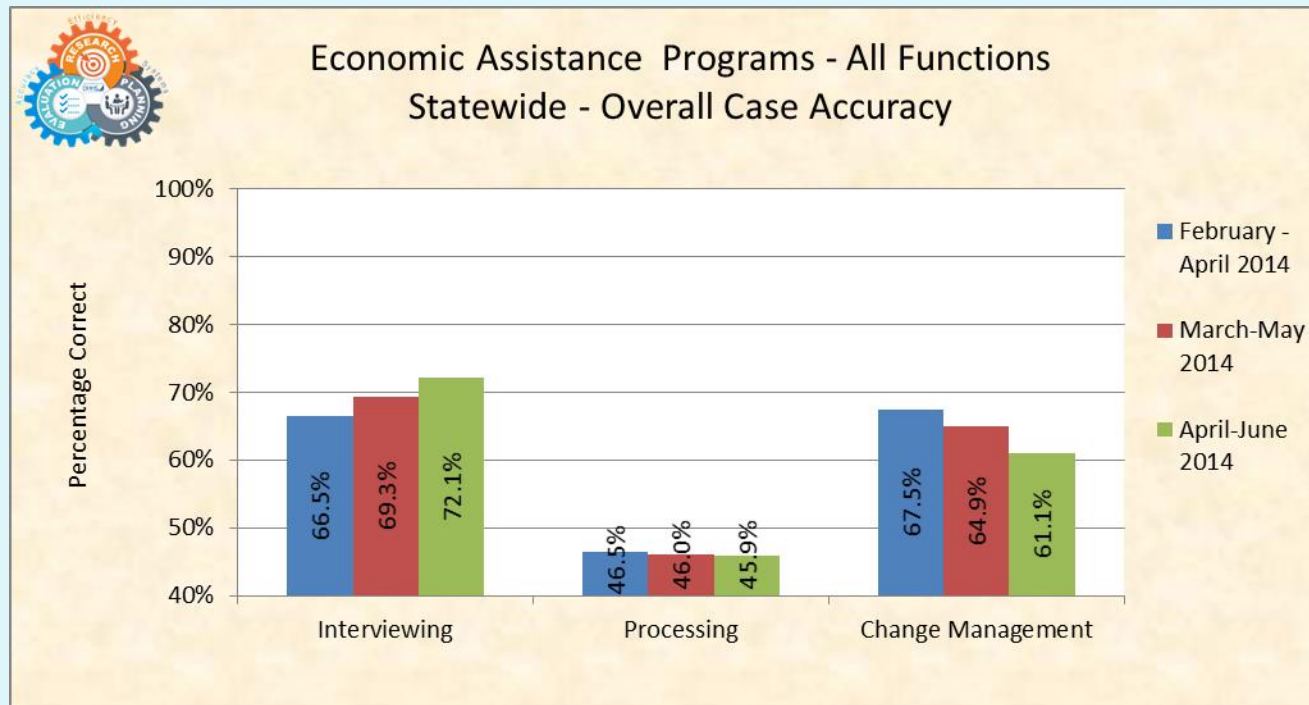
SNAP: Timeliness



Teri C. & Brian S.



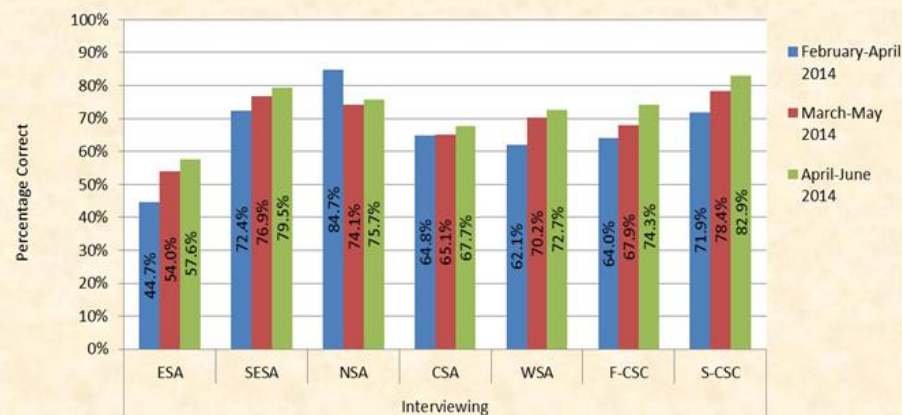
All Programs Reviewed



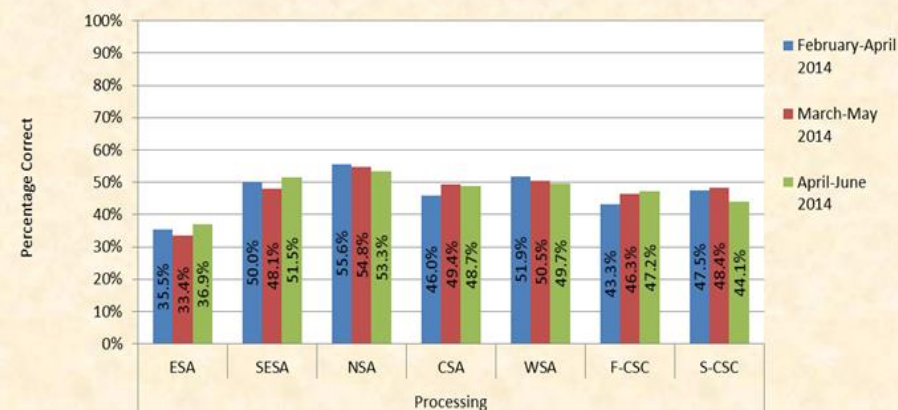
All Programs Reviewed



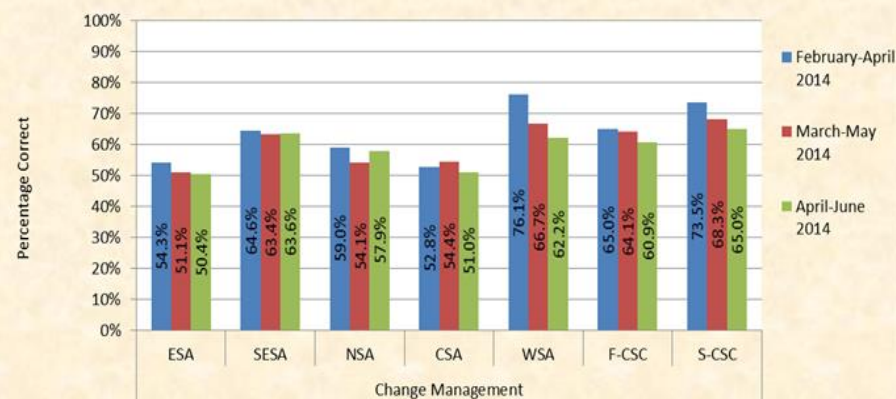
All Programs - Interviewing Function
Overall Case Accuracy Per Service Area/CSC



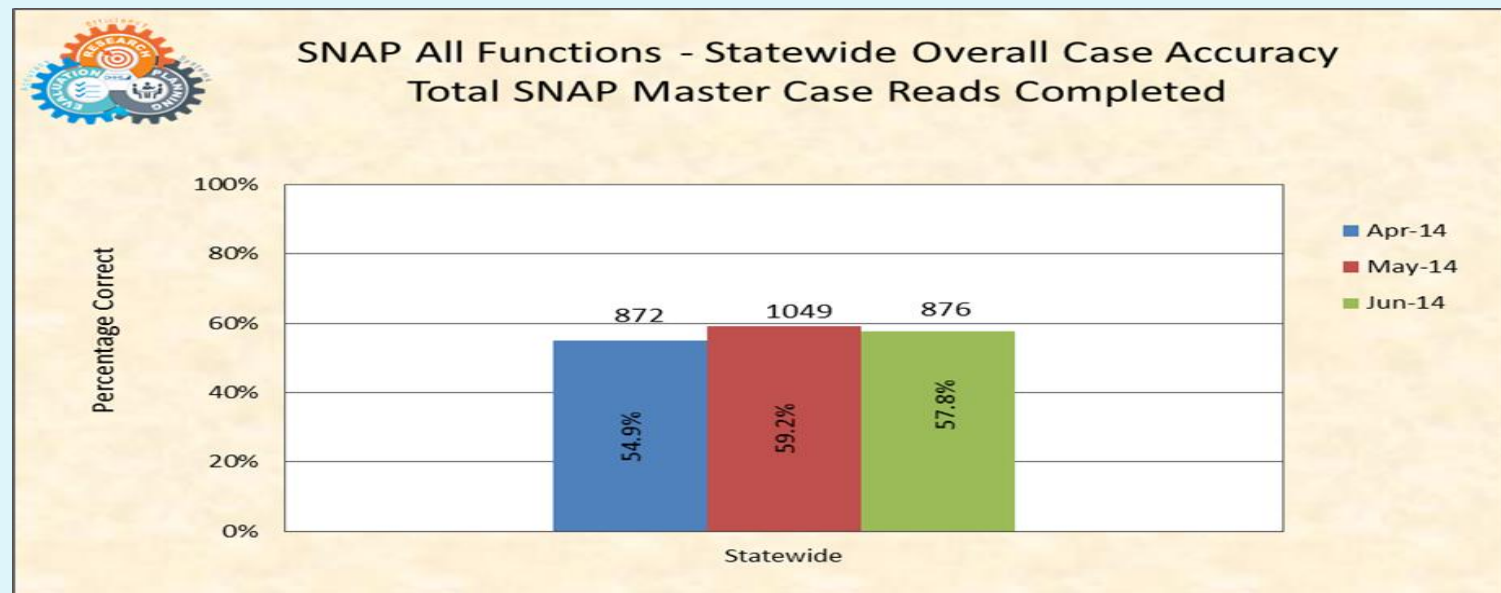
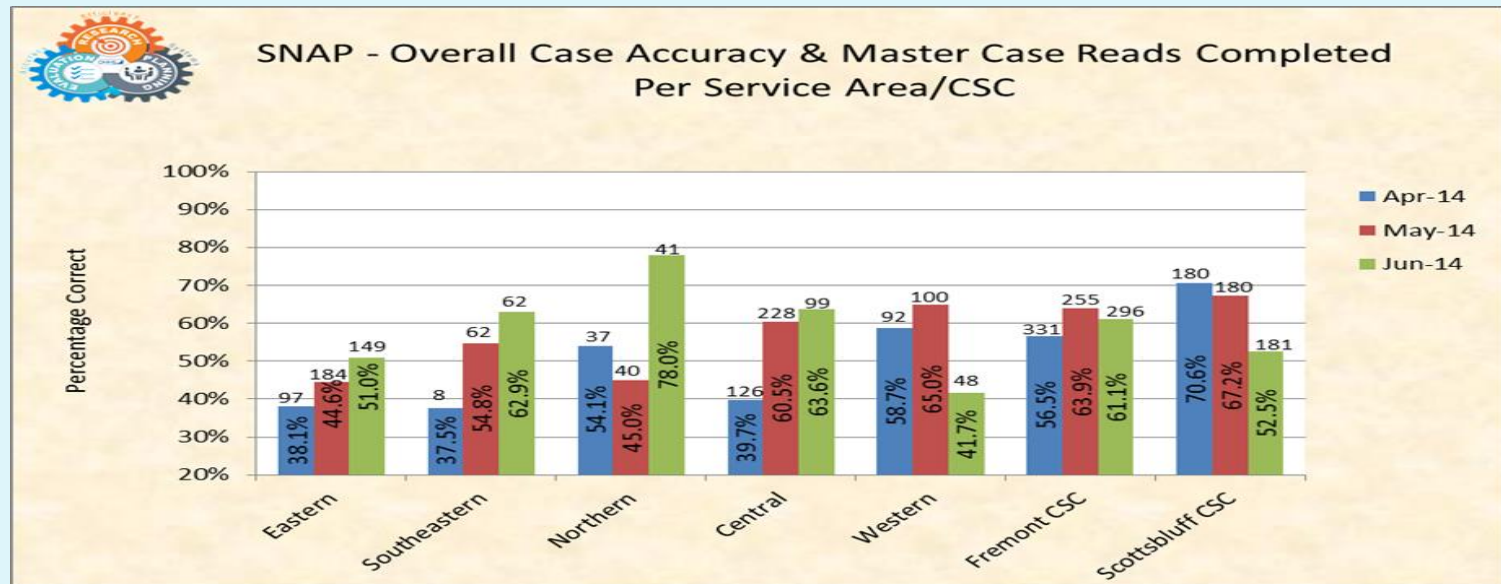
All Programs - Processing Function
Overall Case Accuracy Per Service Area/CSC



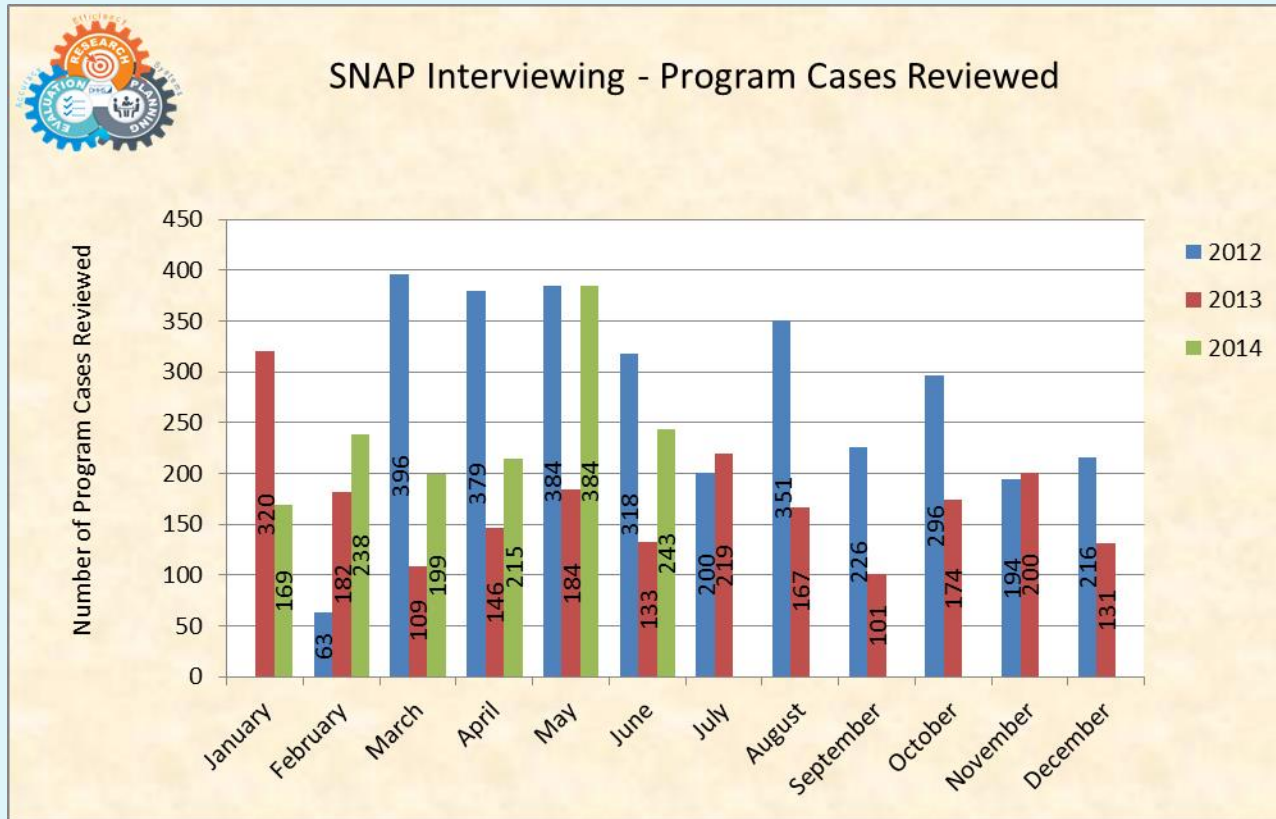
All Programs - Change Management Function
Overall Case Accuracy Per Service Area/CSC



SNAP Accuracy



SNAP Interviewing Program Case Reads



SNAP: Interviewing

Strengths/Accomplishments:

Captivate Video released:

1. SR-CR Reporting Category: 7/7/2014

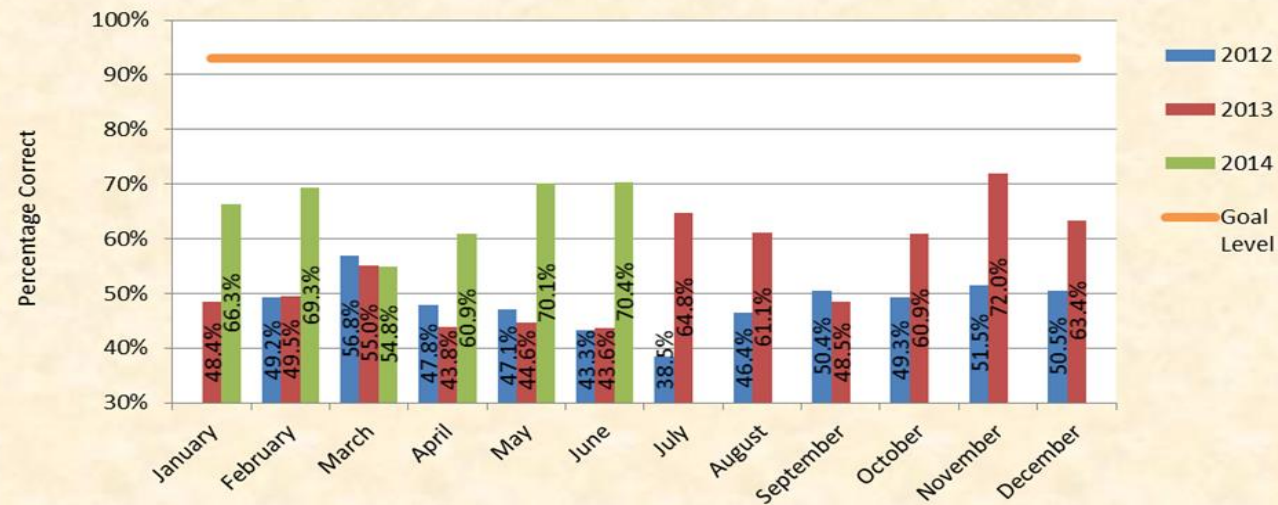
Action Items:

Barriers:

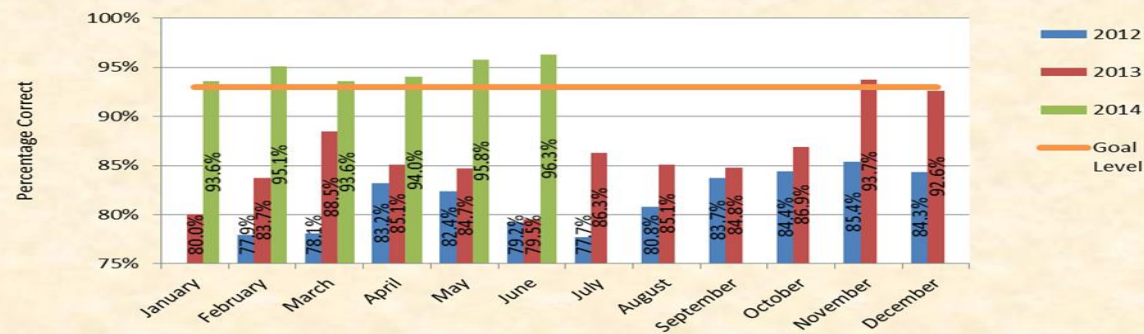
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



Internal Review - SNAP Interviewing Overall Case Accuracy Comparison



Internal Review - SNAP Interviewing Overall Element Accuracy Comparison



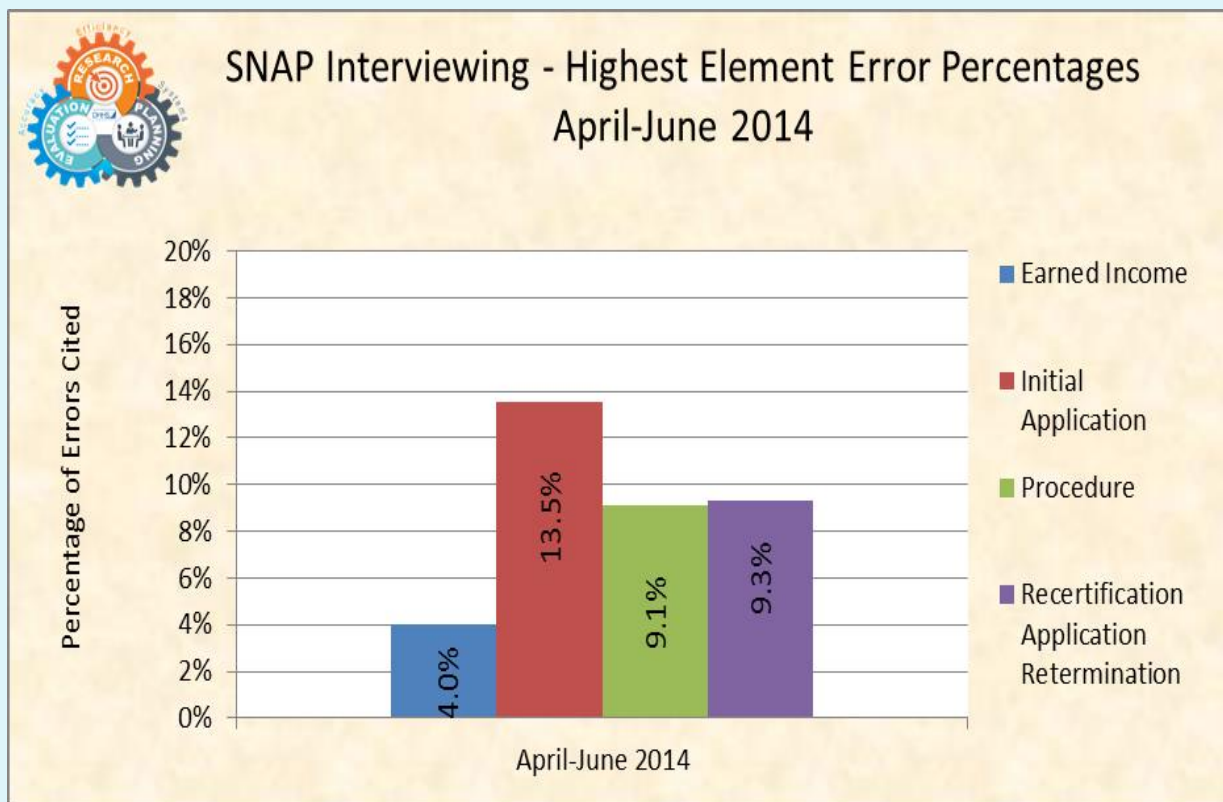
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SNAP: Interviewing

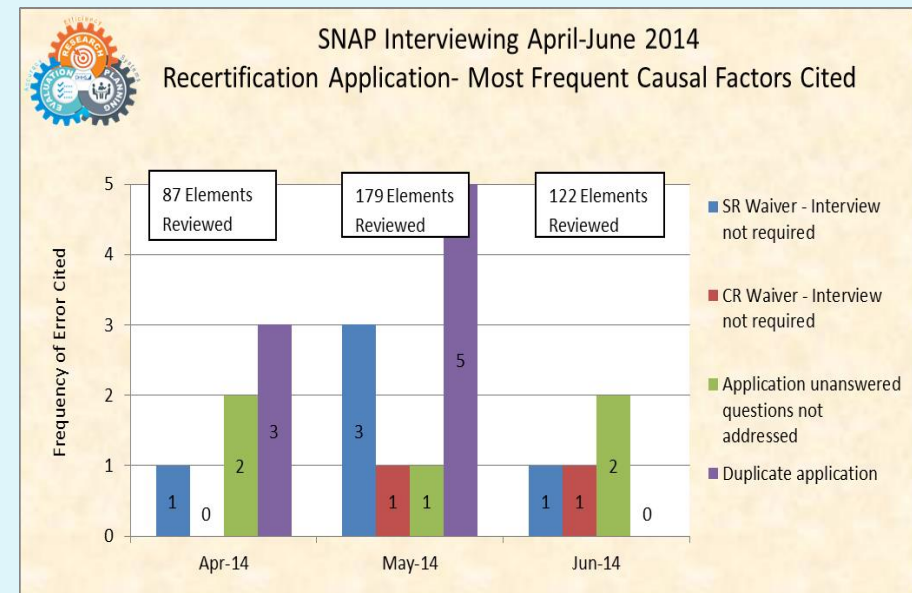
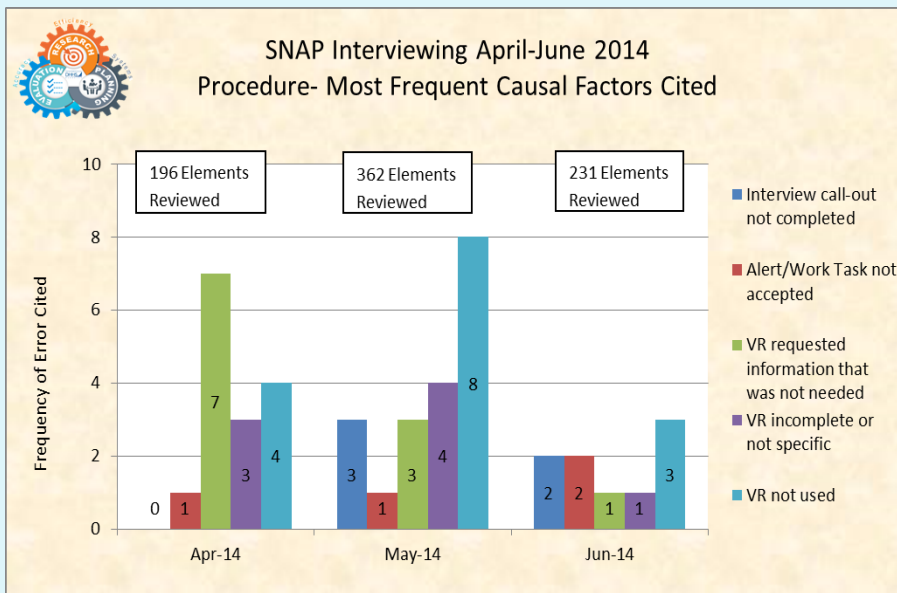
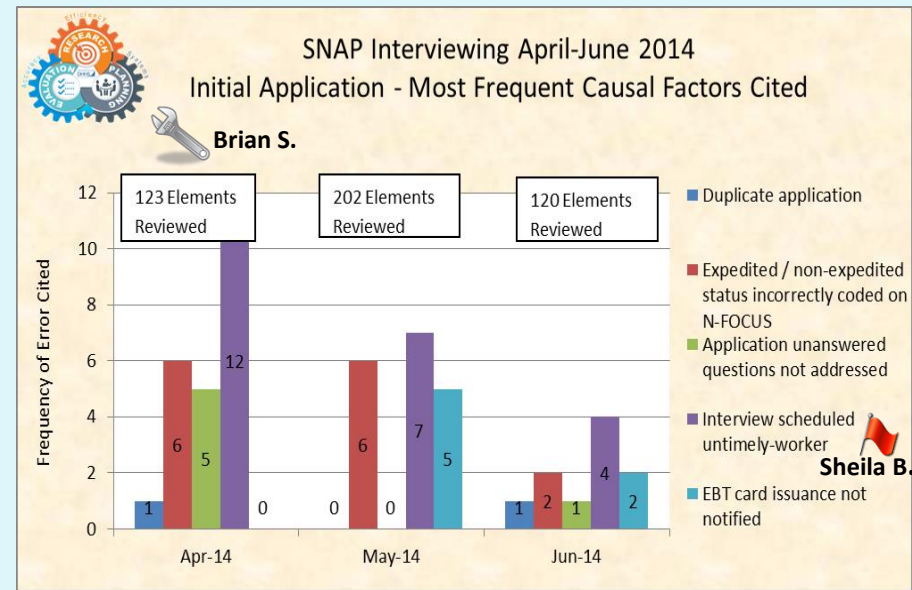
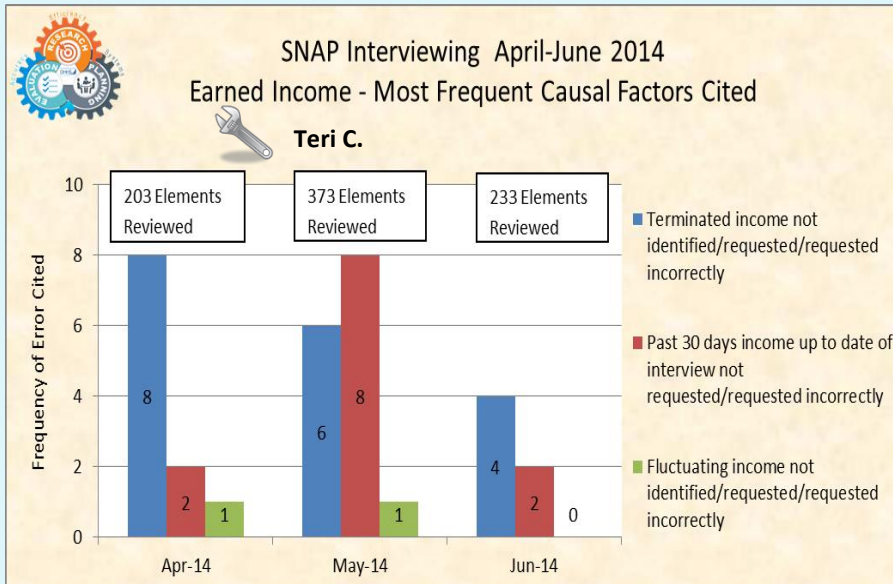
SNAP: Interviewing

Success Stories:

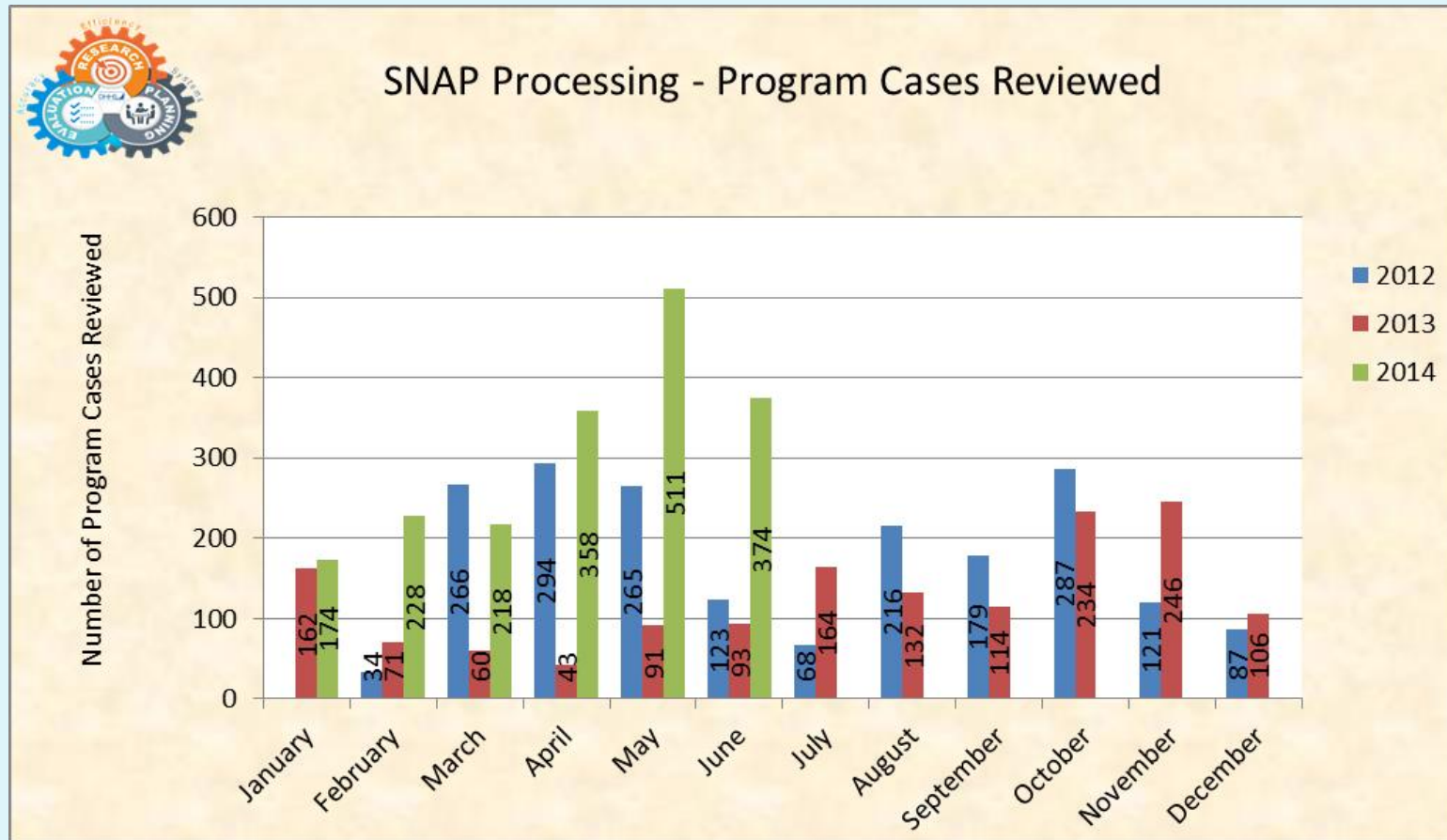
1. Earned Income:
 - Removed Causal: Income of financially responsible HH member not requested/requested incorrectly, last cited 3/2014
2. Application
 - Interview letter created incorrectly, last error cited 3/2014



SNAP: Interviewing



SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

Captivate Video released:

1. SR-CR Reporting Category:
7/7/2014

SCR:

1. SCR 14389 for July 13 will
Eliminate the duplicate
Mail Received Alerts Exist
work task.

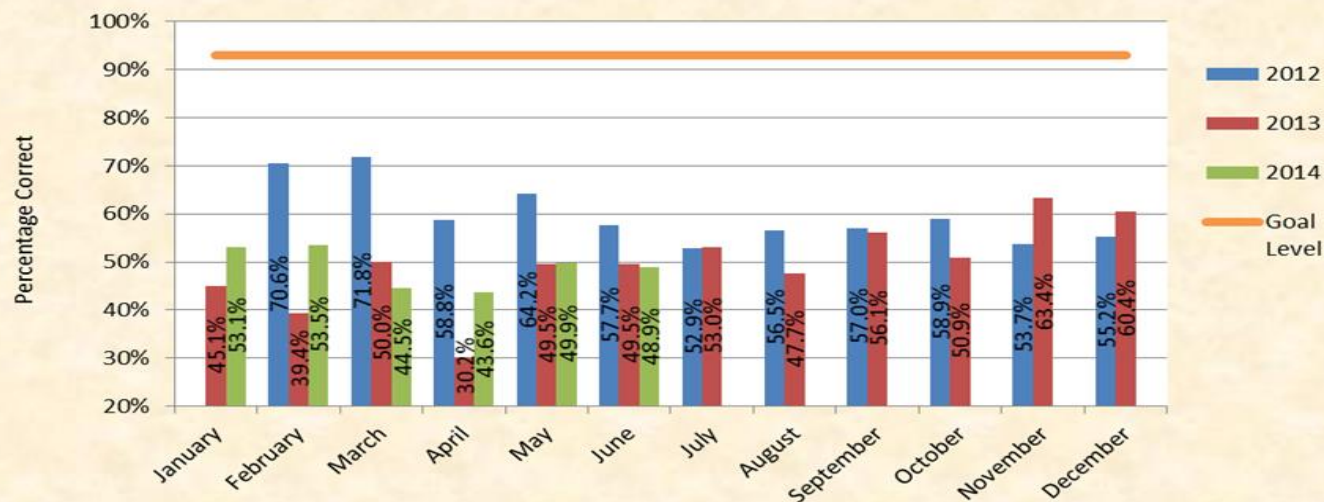
Action Items:

Barriers:

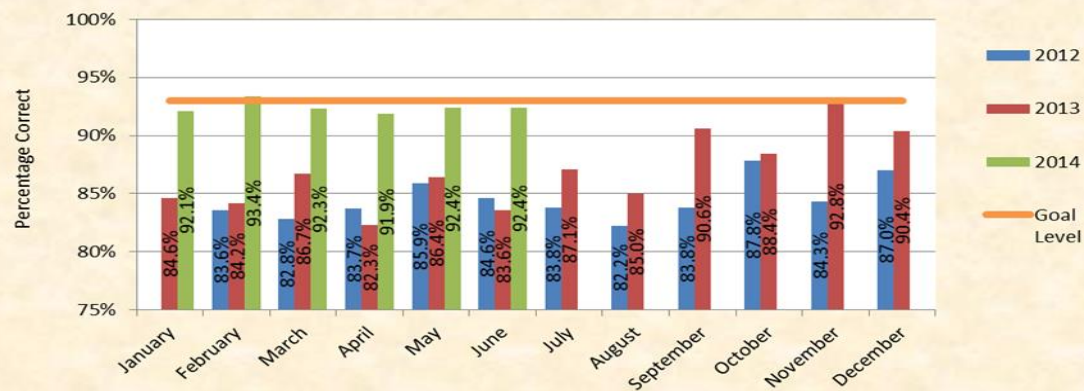
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



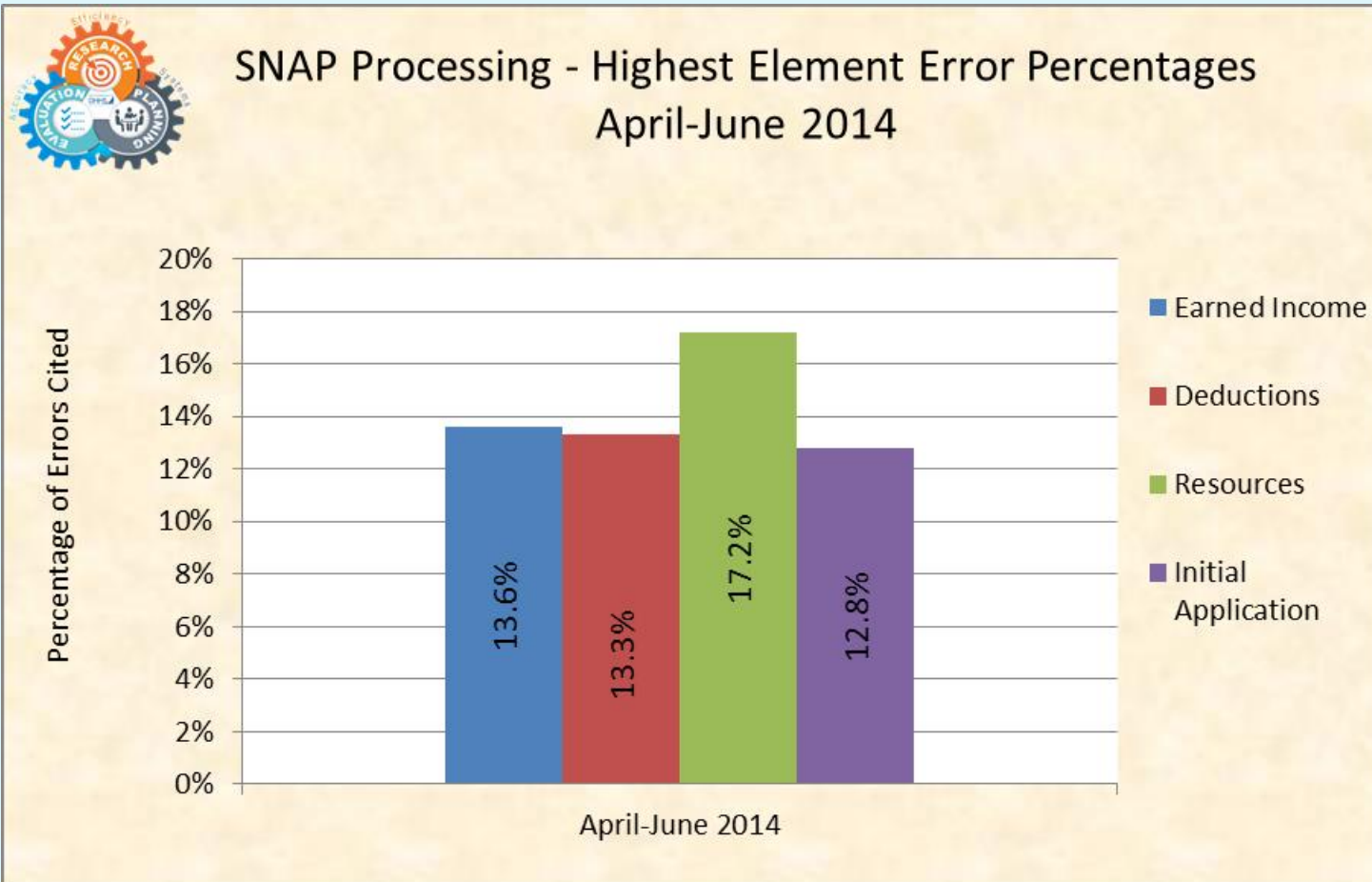
Internal Review - SNAP Processing Overall Case Accuracy Comparison



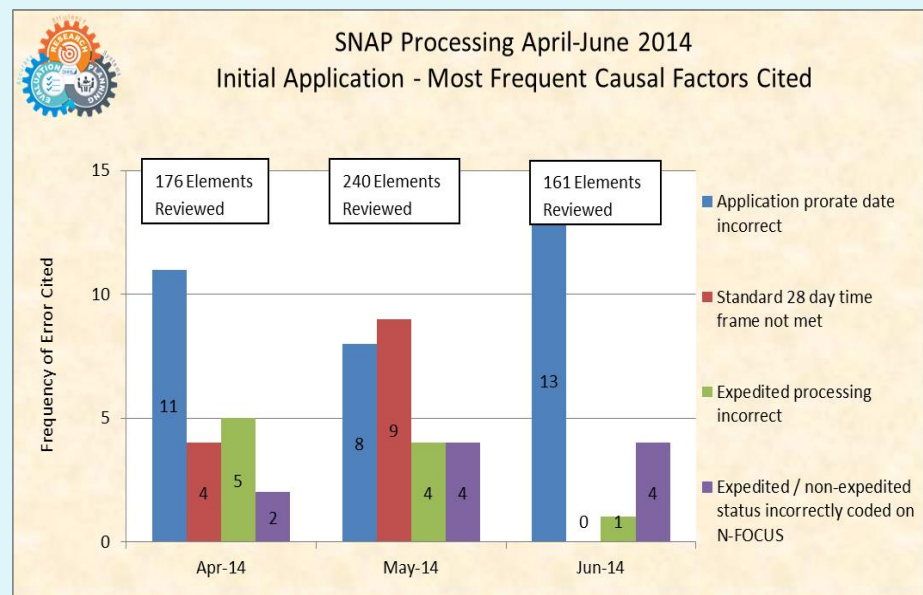
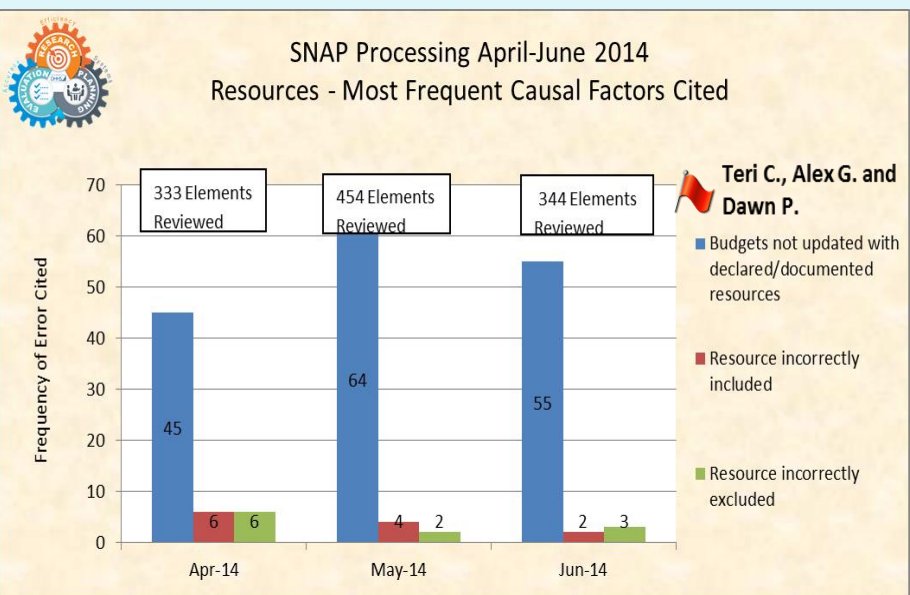
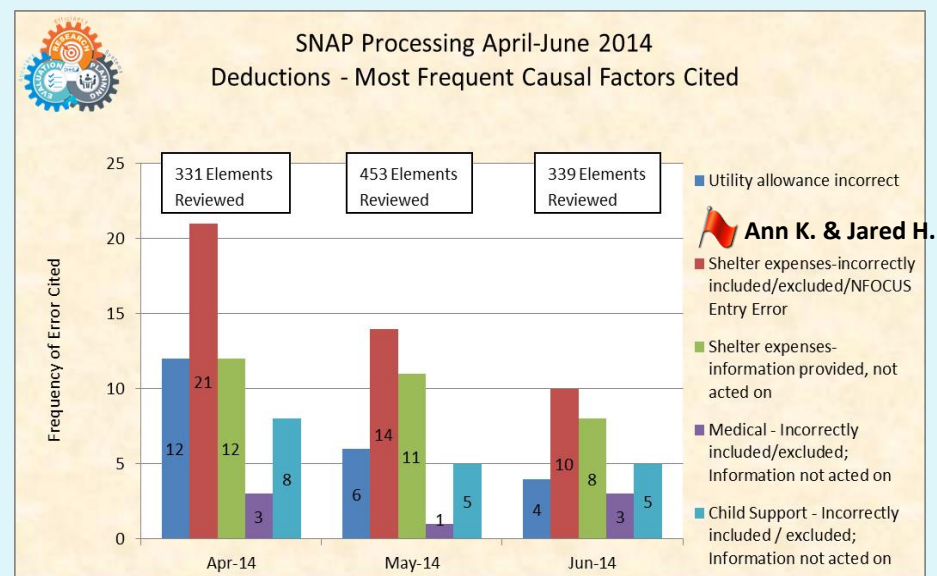
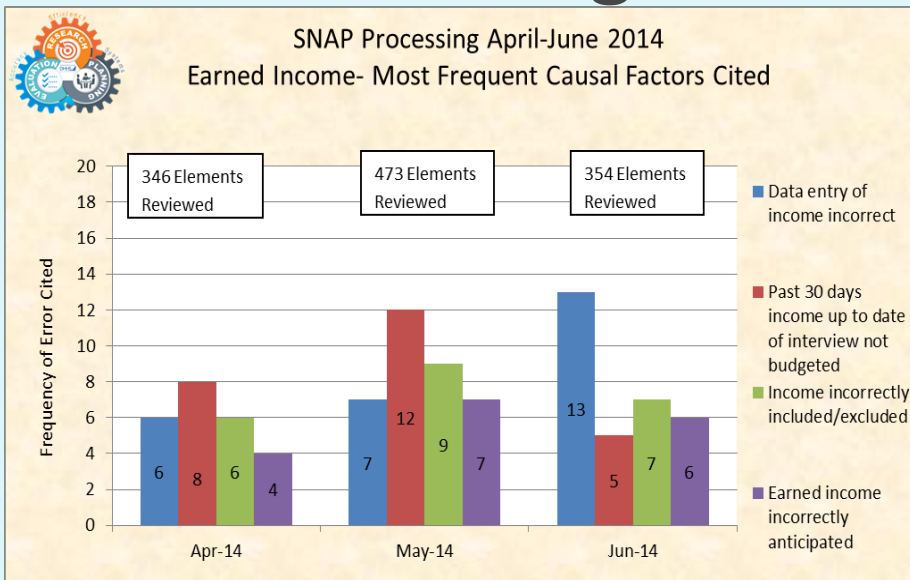
Internal Review - SNAP Processing Overall Element Accuracy Comparison



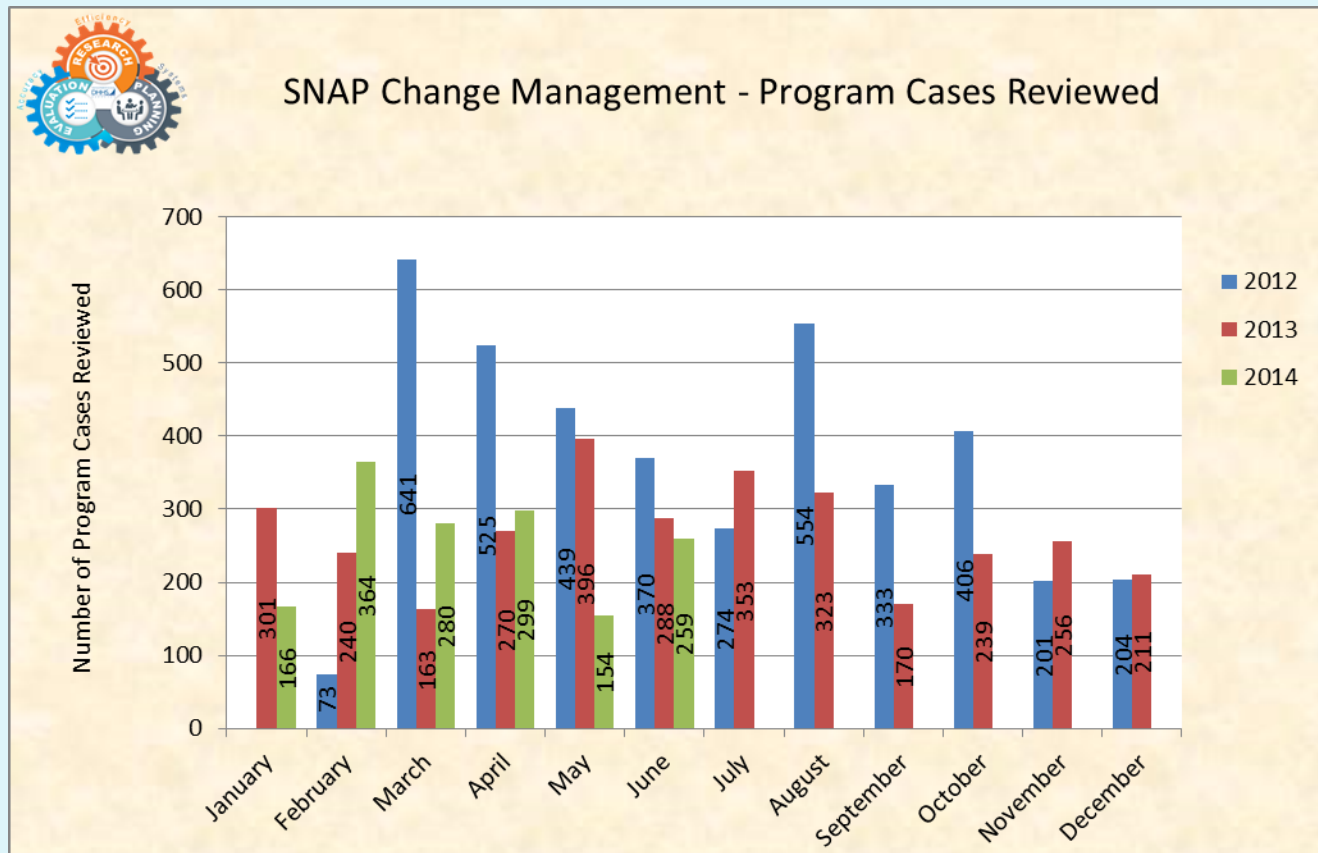
SNAP: Processing



SNAP: Processing



SNAP Change Management Program Case Reads



SNAP: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. SR-CR Reporting Category: 7/7/2014

SCR:

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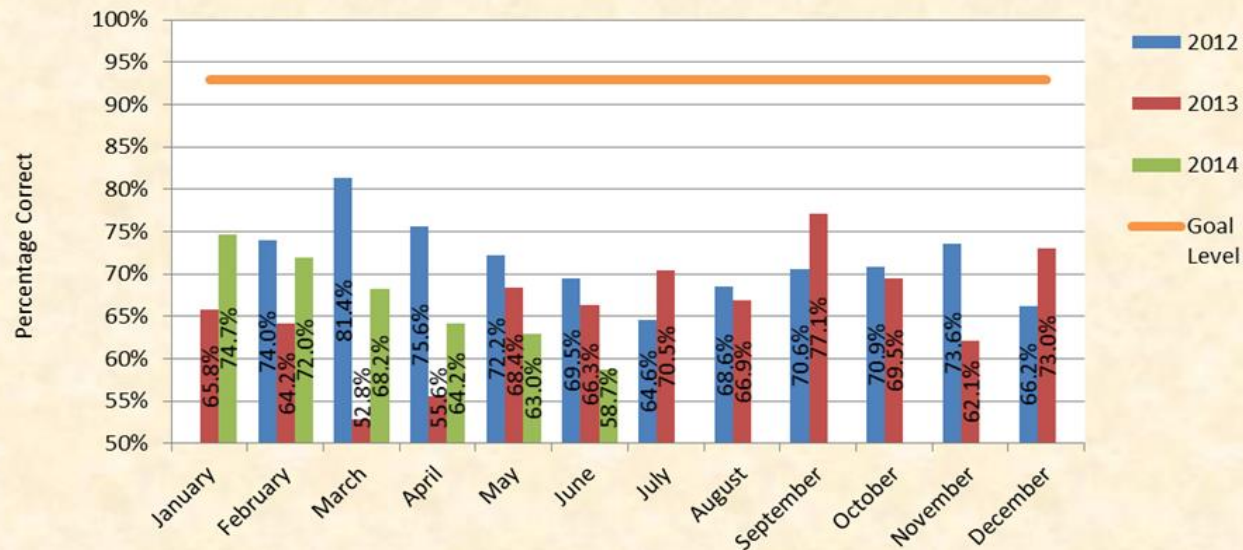
Action Items:

Barriers:

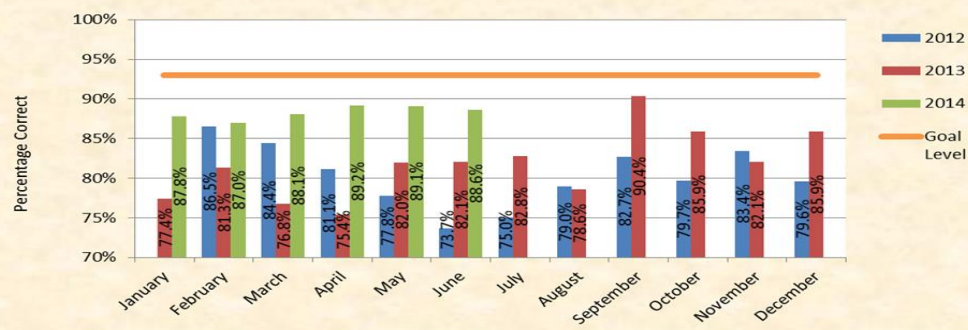
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



Internal Review - SNAP Change Management Overall Case Accuracy Comparison



Internal Review - SNAP Change Management Overall Element Accuracy Comparison

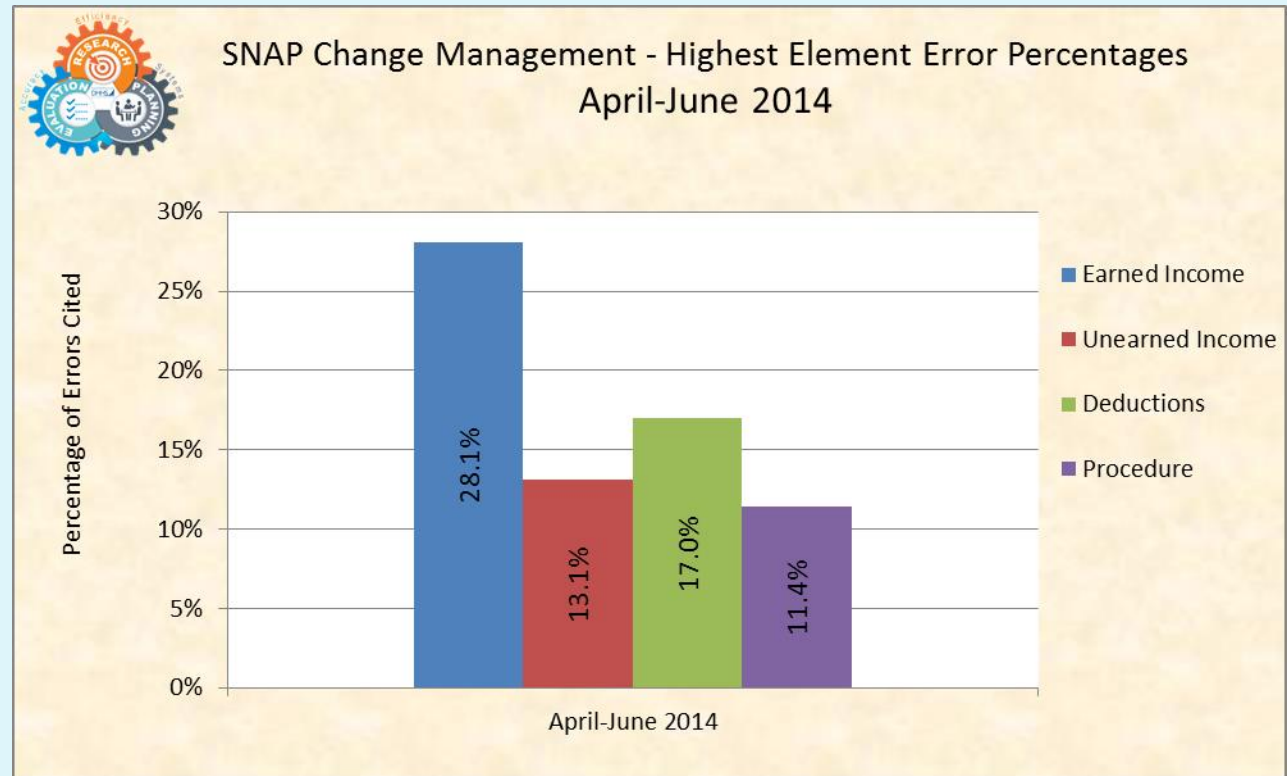


SNAP: Change Management

SNAP: Change Management

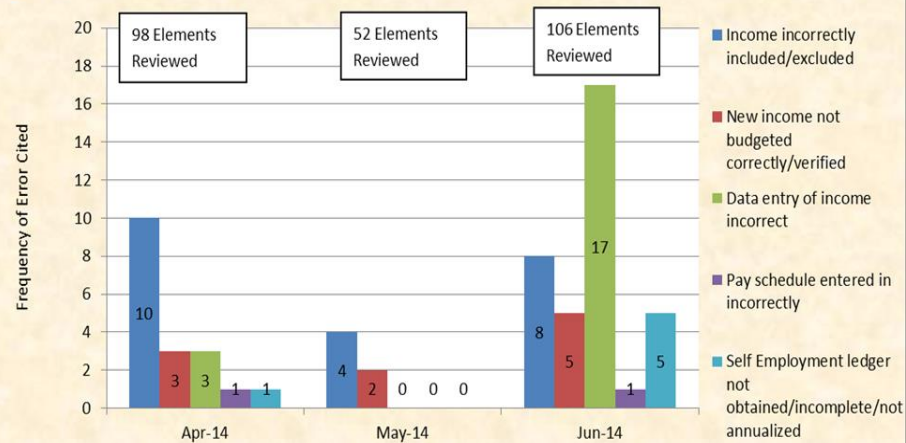
Success Stories:

1. Procedure:
 - Removed Causal: VR incomplete/not specific, last cited 3/2014

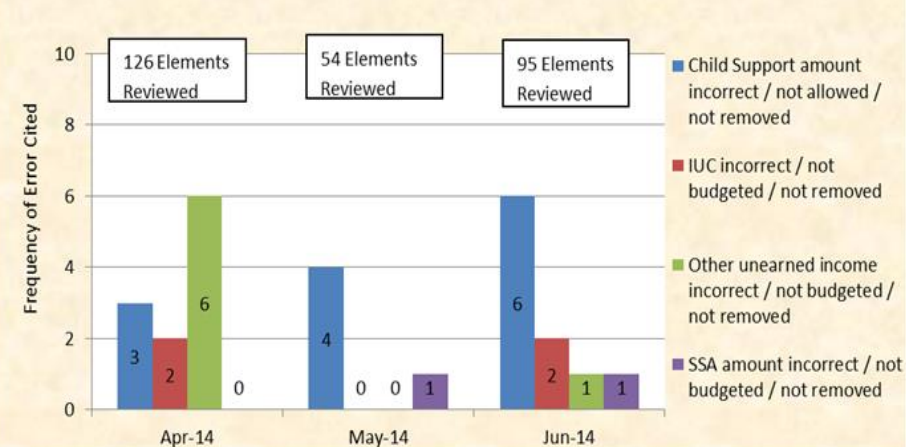


SNAP: Change Management

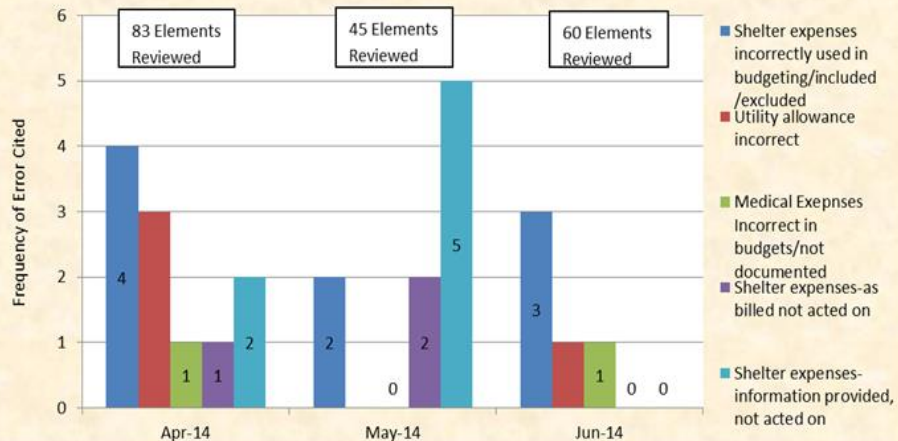
SNAP Change Management April-June 2014
Earned Income - Most Frequent Causal Factors Cited



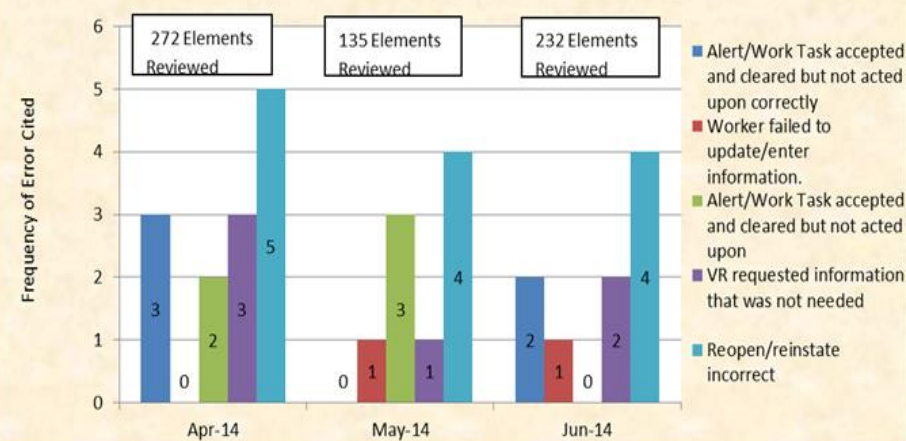
SNAP Change Management April-June 2014
Unearned Income - Most Frequent Causal Factors Cited



SNAP Change Management April-June 2014
Deductions - Most Frequent Causal Factors Cited



SNAP Change Management April-June 2014
Procedure - Most Frequent Causal Factors Cited



SNAP: Steps to Improvement



Timeliness:

- Clarification on when a SNAP application can be received for review: Teri Chasten
- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.

Interviewing:

- Application month income tip and update to EIV: Teri Chasten
- Turning off SNAP Expedited indicator switch: Brian Svoboda

Processing:

- One time report on cases that are in the wrong Category: Brian Svoboda
- Quiz on Reporting Category: Juli Hansen and Jennifer Miller
(released on 7/7/2014)



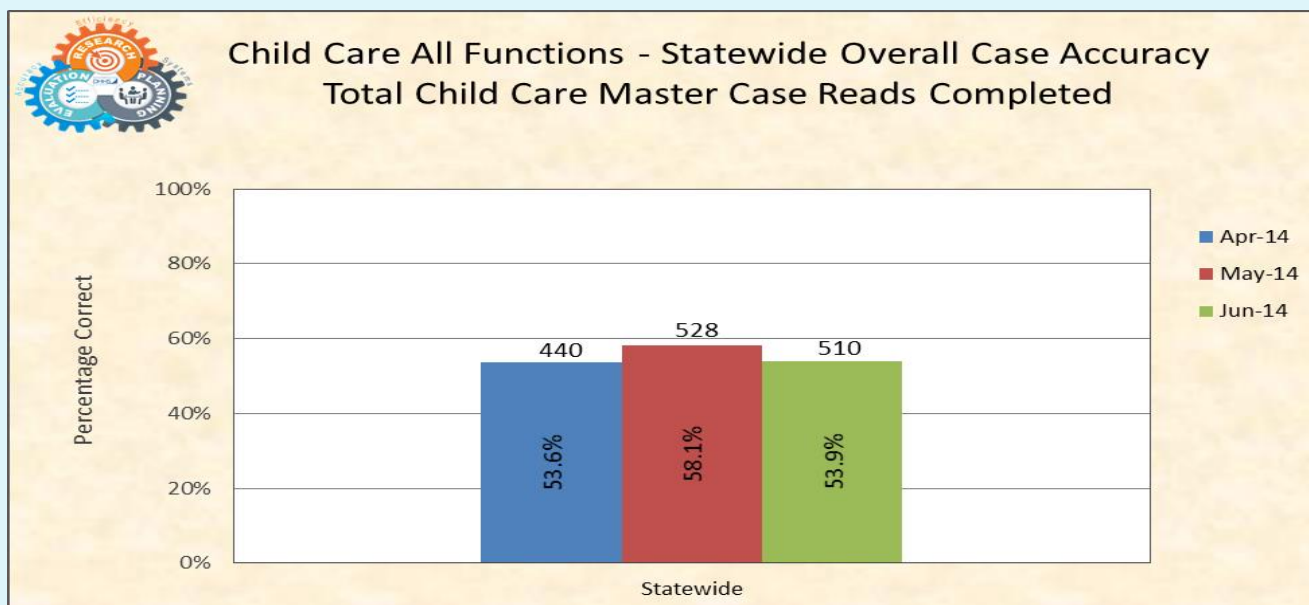
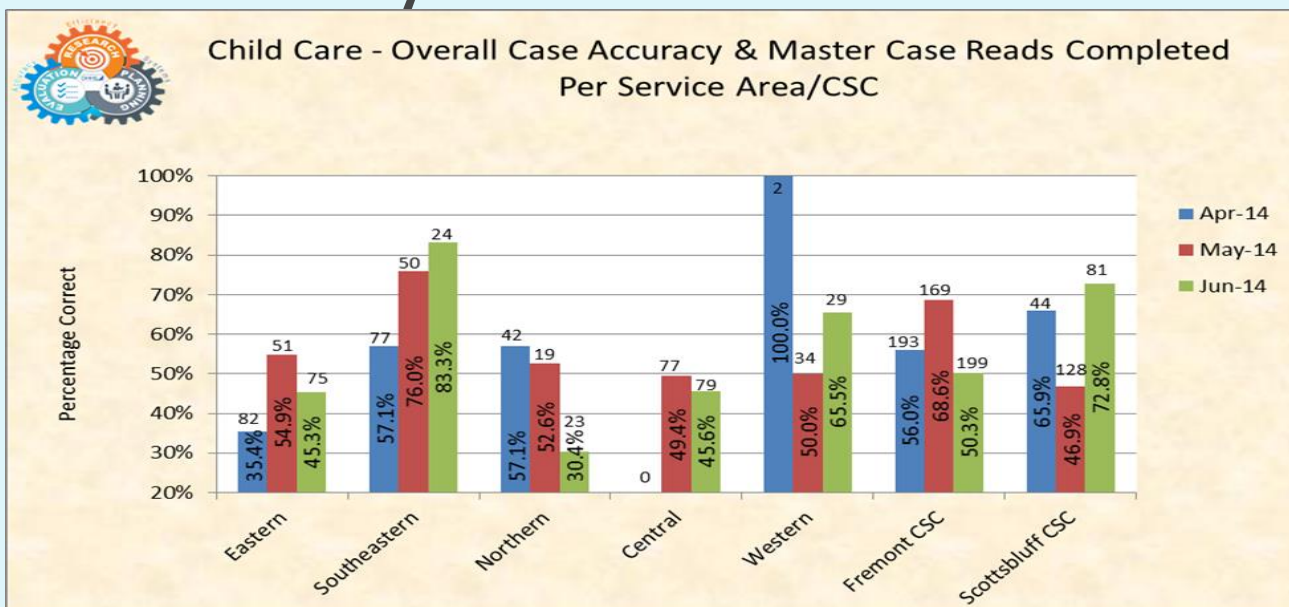
Interviewing:

- Interview letter created incorrectly: Shelia Bacon (PDSA) ***(Solutions implemented Standard Operations for Timely Case Management beginning of May and PDSA for SSW's pulling their own cases as well as the "Blitz" done by supervisors and lead workers.)***

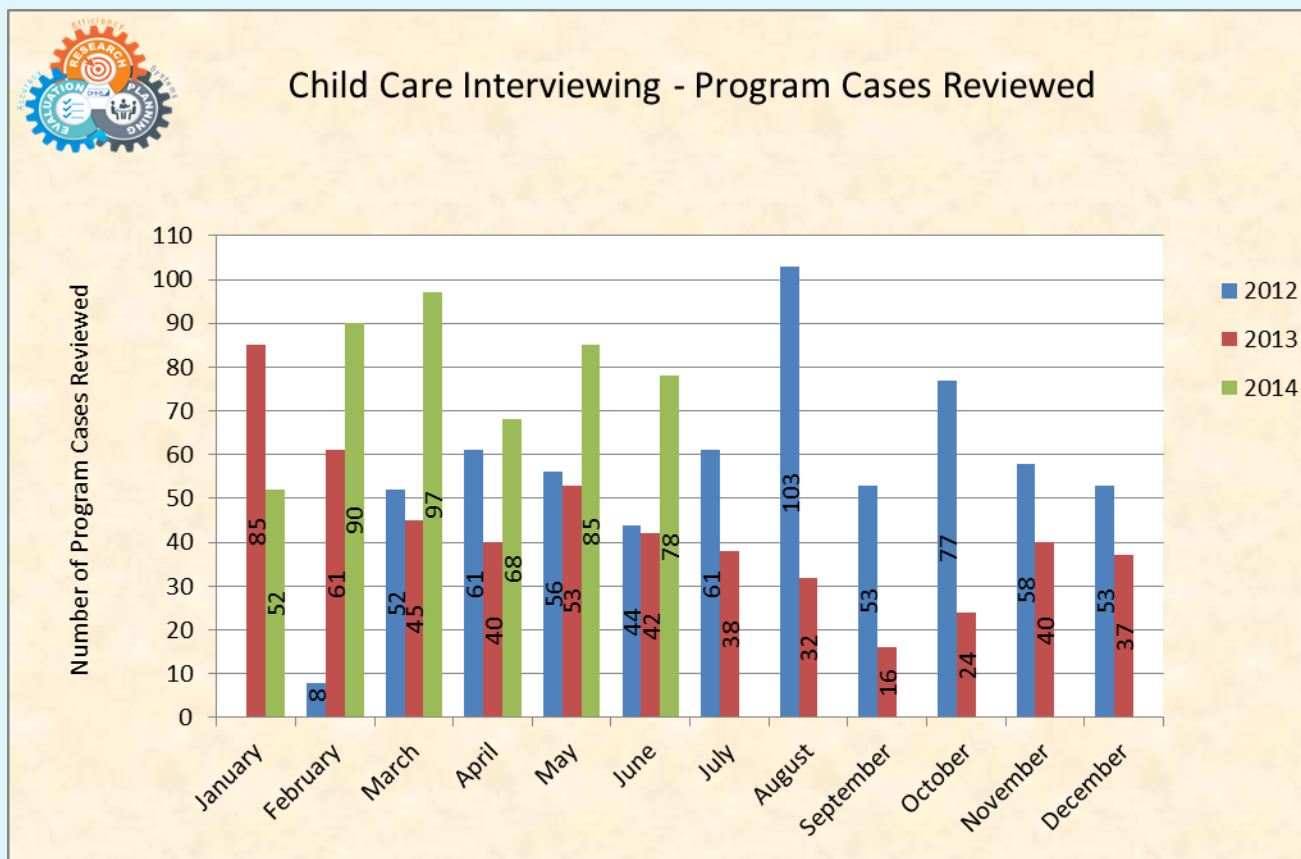
Processing:

- Shelter expenses included/excluded/NFOCUS Entry: Ann Kawata and Jared Hurst
- Training/Tip for follow-up questions to be asked during the interview: Alex Garcia and Dawn Peatrowsky
- Budgets not updated with declared/documented Resources: Teri Chasten ***(memo released on 5/30/2014)***

Child Care Accuracy



Child Care Interviewing Program Case Reads



Child Care: Interviewing

Strengths/Accomplishments:

SCR:

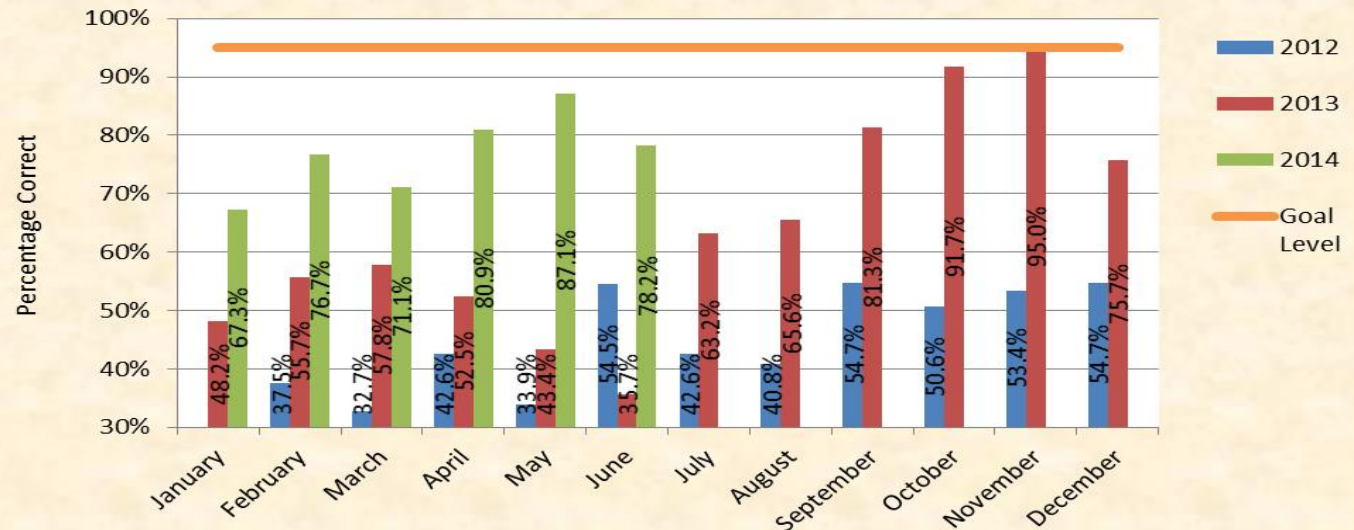
1. SCR 13158 for July 13 will list the most recent authorizations at the top of the list.
2. SCR 15370 will fix a bug with rescheduling interviews.

Action Items:

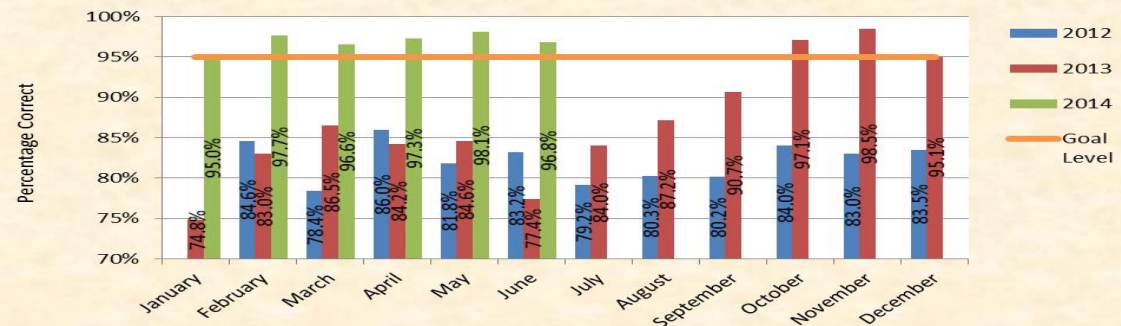
Barriers:



Internal Review - Child Care Interviewing Overall Case Accuracy Comparison



Internal Review - Child Care Interviewing Overall Element Accuracy Comparison

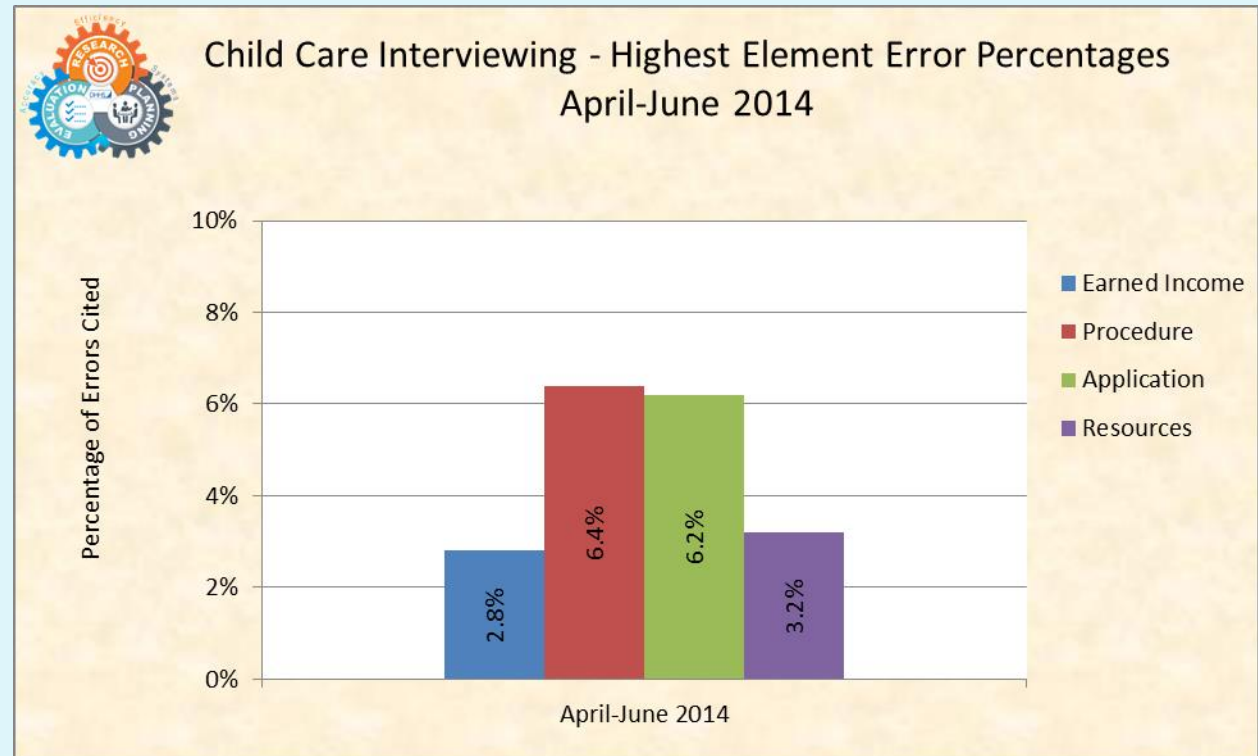


Child Care: Interviewing

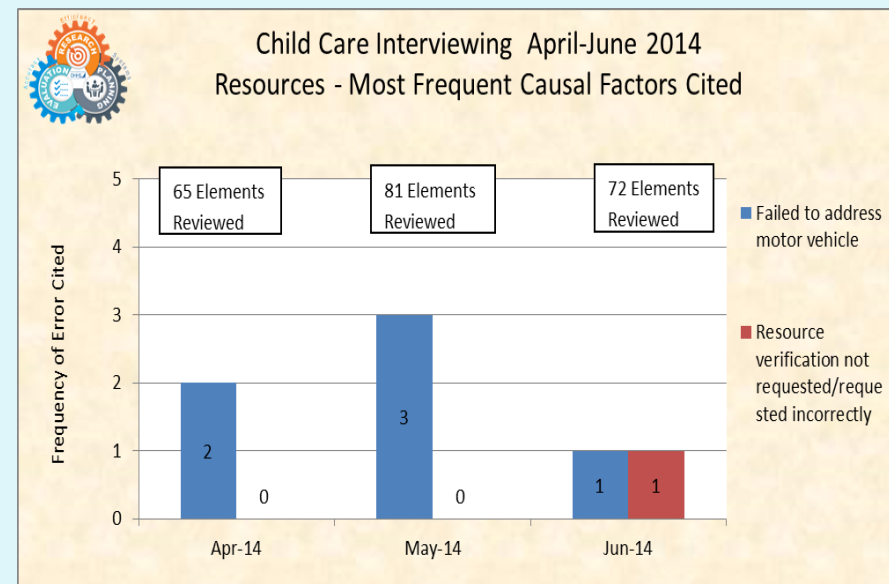
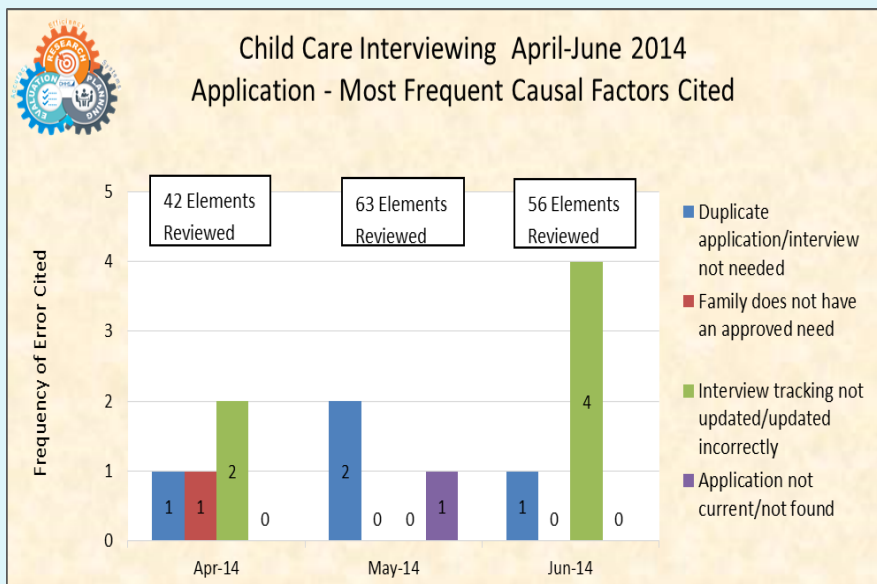
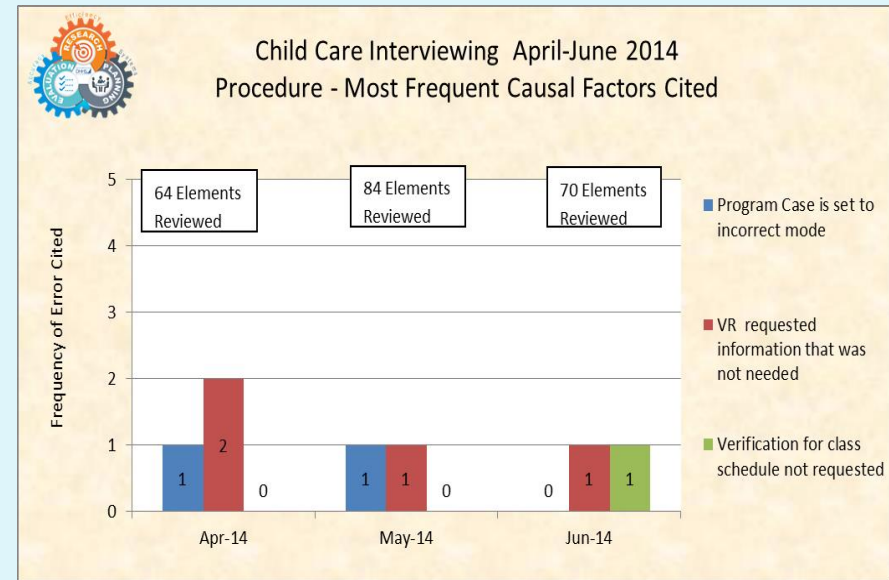
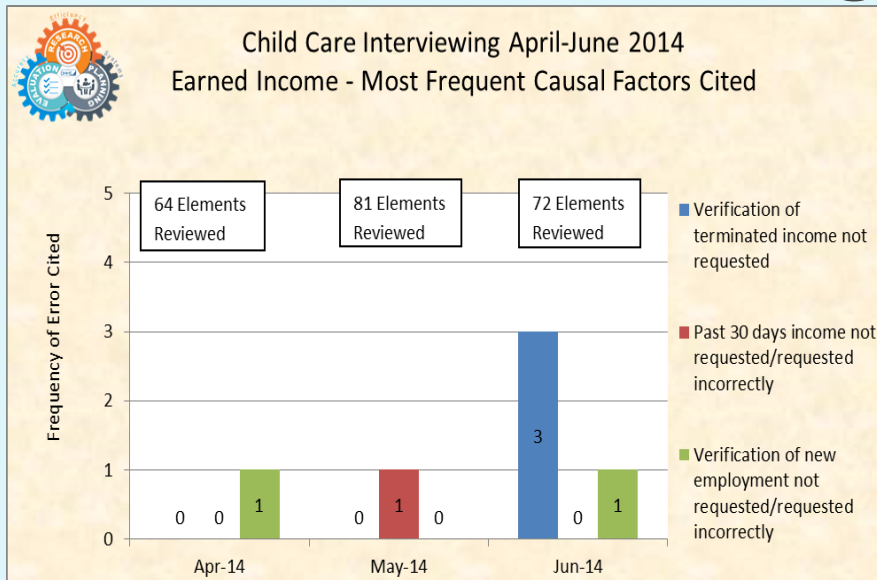
Child Care: Interviewing

Success Stories:

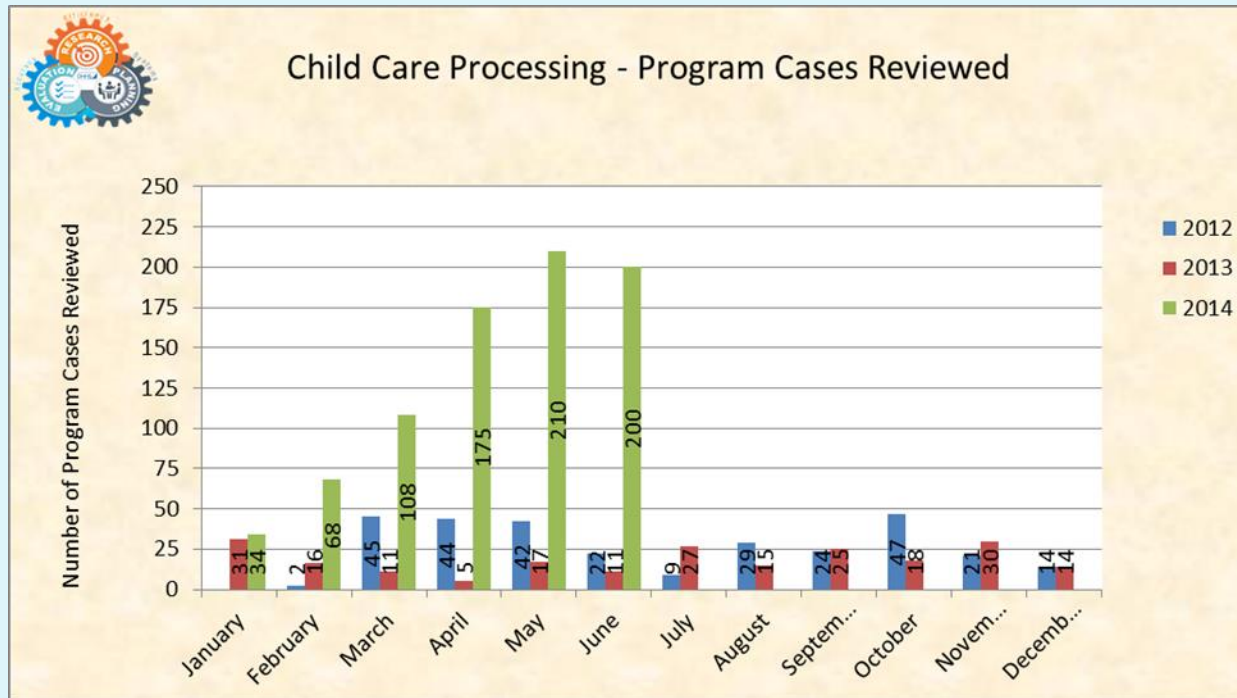
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 - Removed Causal: Self-Employment ledgers not requested/requested incorrectly, last cited 3/2014
2. Application
 - Application form questions not answered, last cited 3/2014



Child Care: Interviewing



Child Care Processing Program Case Reads



Child Care: Processing

Strengths/Accomplishments:

Captivate Video released:

1. 10% Income Disregard:
6/30/2014

R.E.P. Released:

1. 10% Income Disregard:
6/30/2014

SCR:

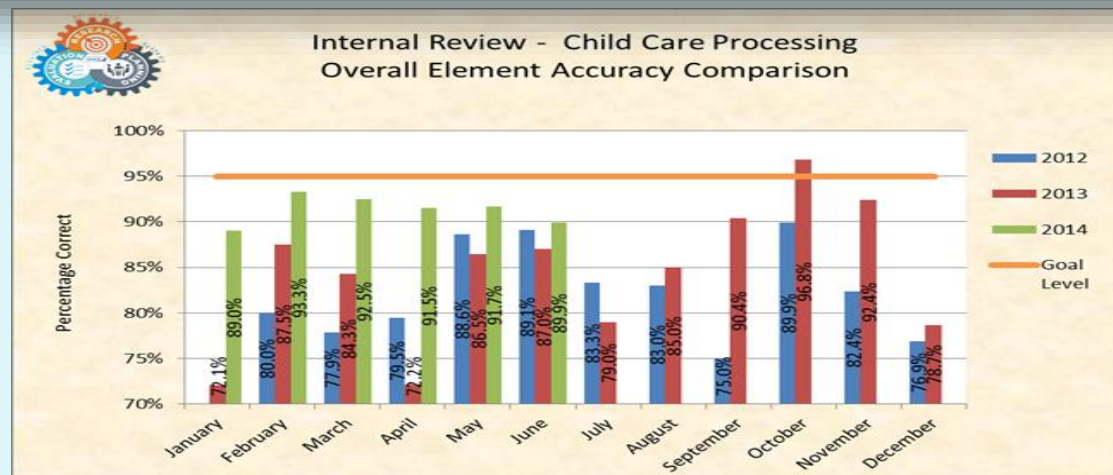
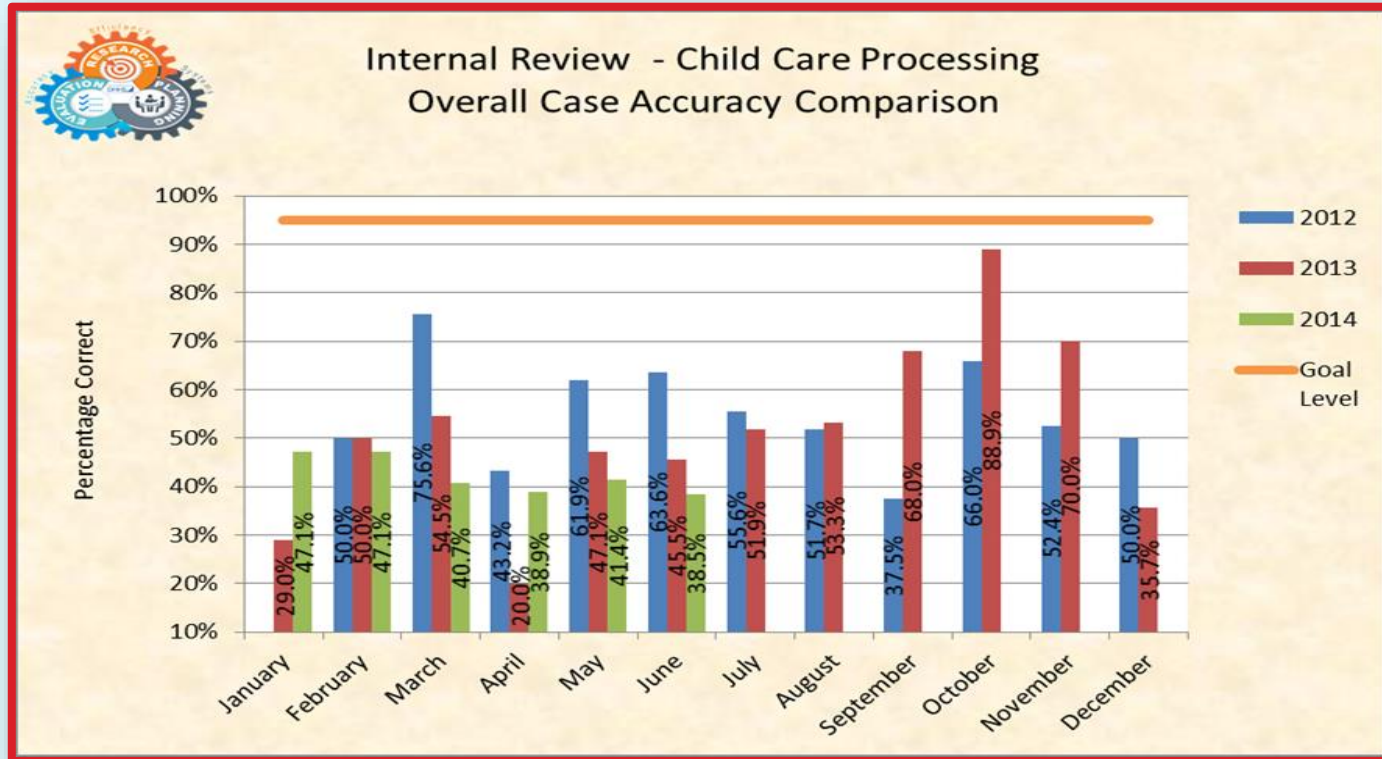
1. SCR 14389 for July 13 will
Eliminate the duplicate Mail
Received Alerts Exist work
task.

Action Items:

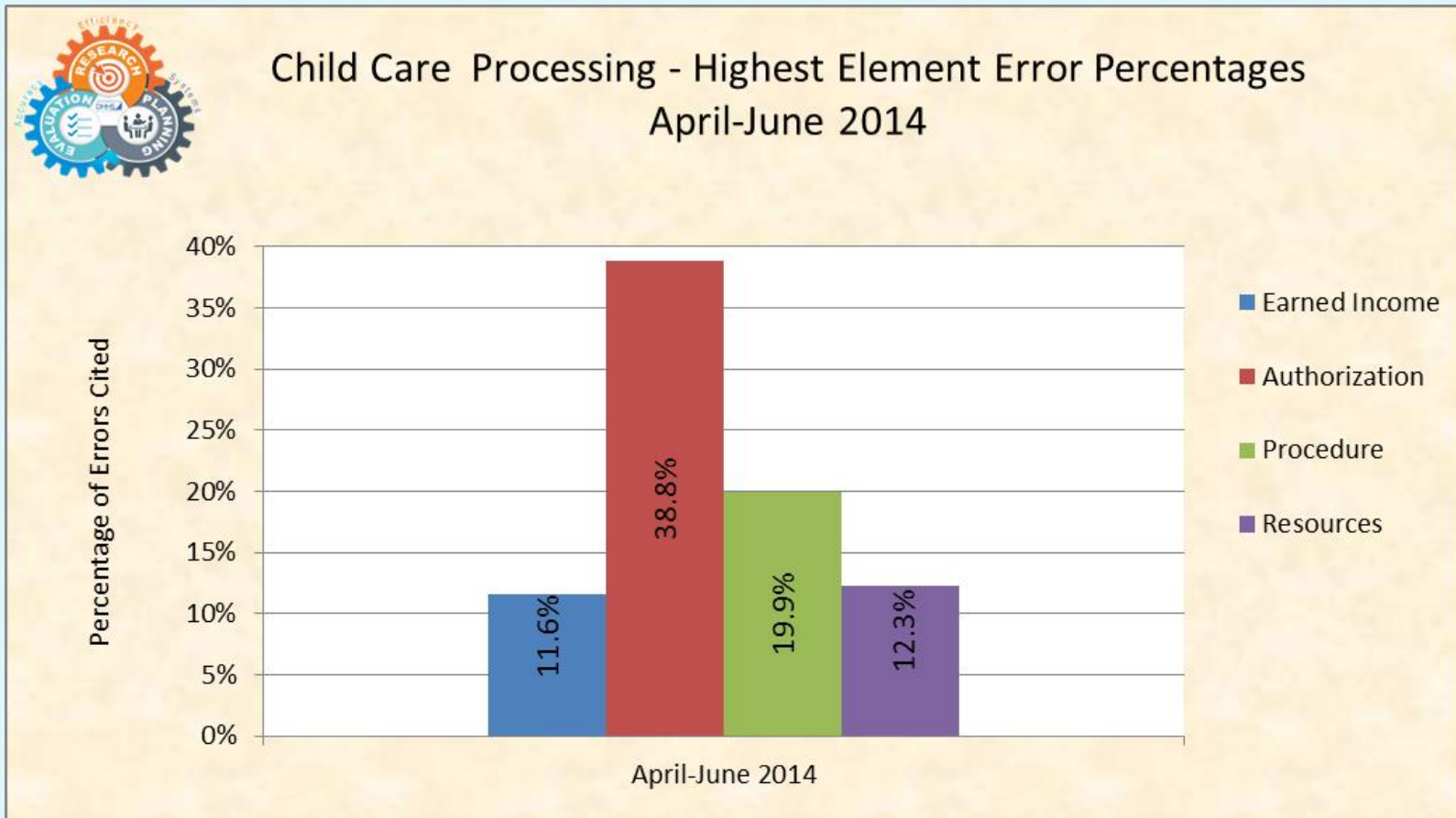
1. SCR 14866 will create a
prefilled EA Review/Recert
applications.
2. SCR 15056 Verif request
correspondence will be added
to CBI.

Barriers:

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

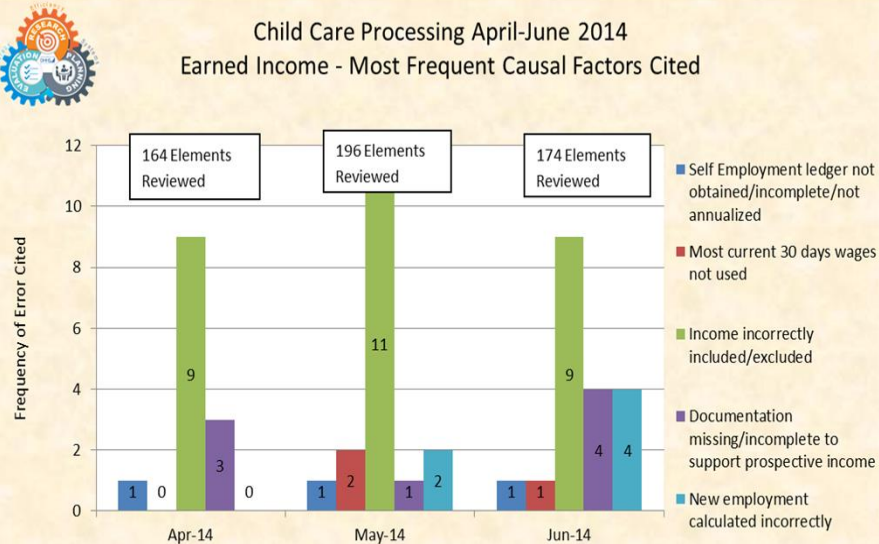


Child Care: Processing

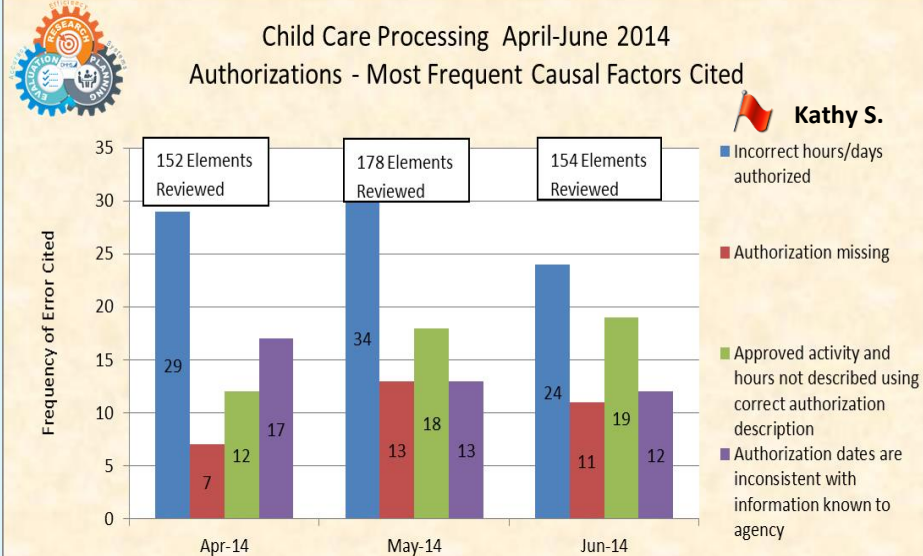


Child Care: Processing

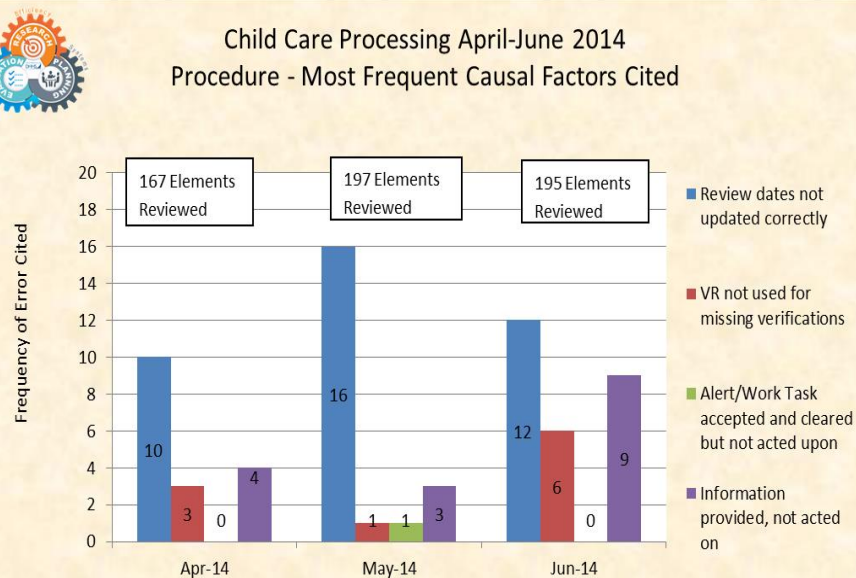
Child Care Processing April-June 2014
Earned Income - Most Frequent Causal Factors Cited



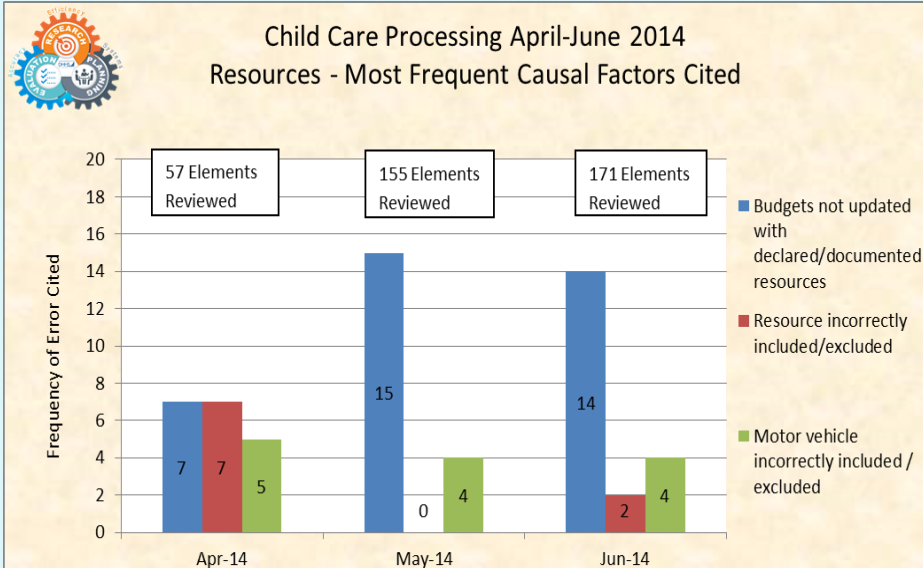
Child Care Processing April-June 2014
Authorizations - Most Frequent Causal Factors Cited



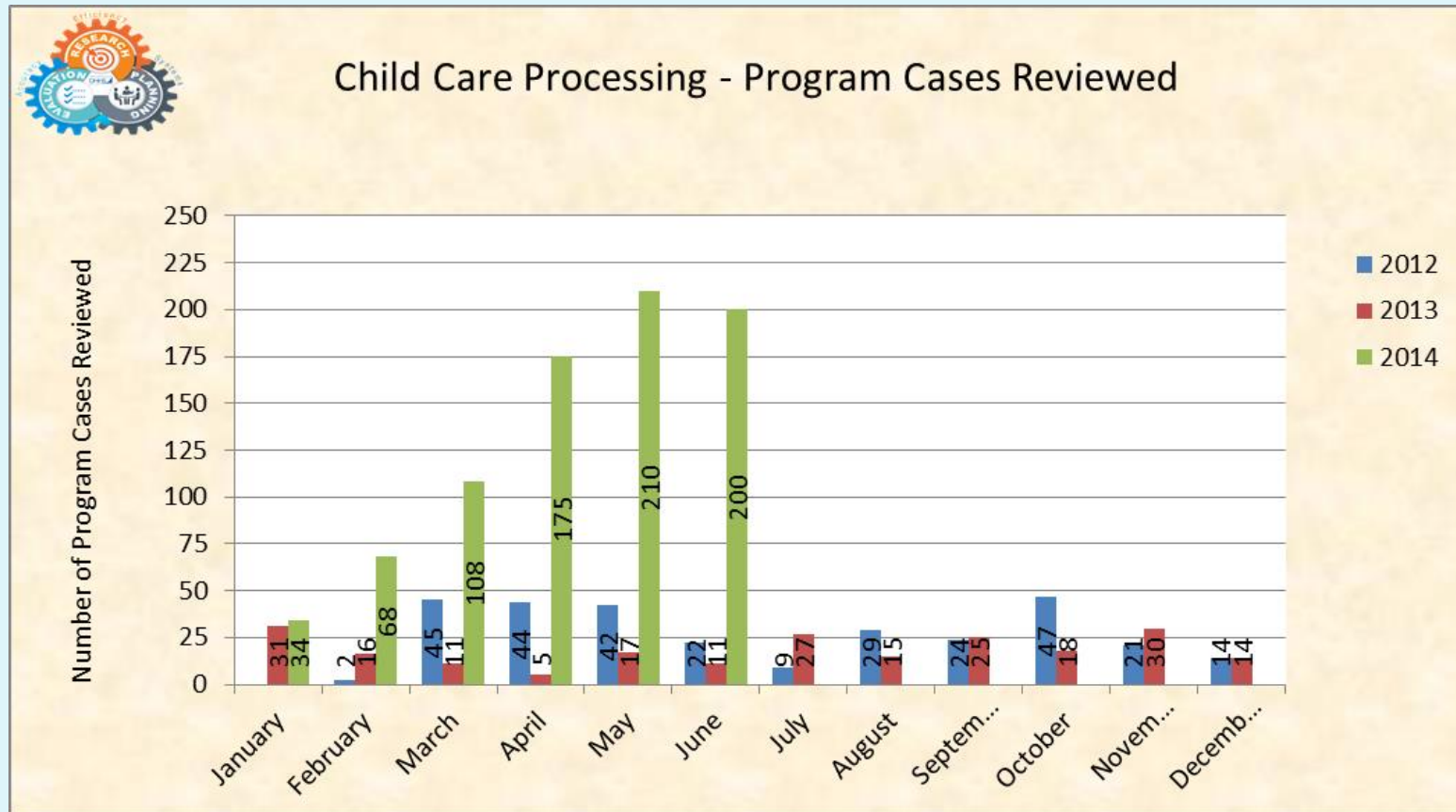
Child Care Processing April-June 2014
Procedure - Most Frequent Causal Factors Cited



Child Care Processing April-June 2014
Resources - Most Frequent Causal Factors Cited



Child Care Change Management Program Case Reads



Child Care: Change Management

Strengths/Accomplishments:

Captive Video released:

1. 10% Income Disregard: 6/30/2014

R.E.P. Released:

1. 10% Income Disregard: 6/30/2014

SCR:

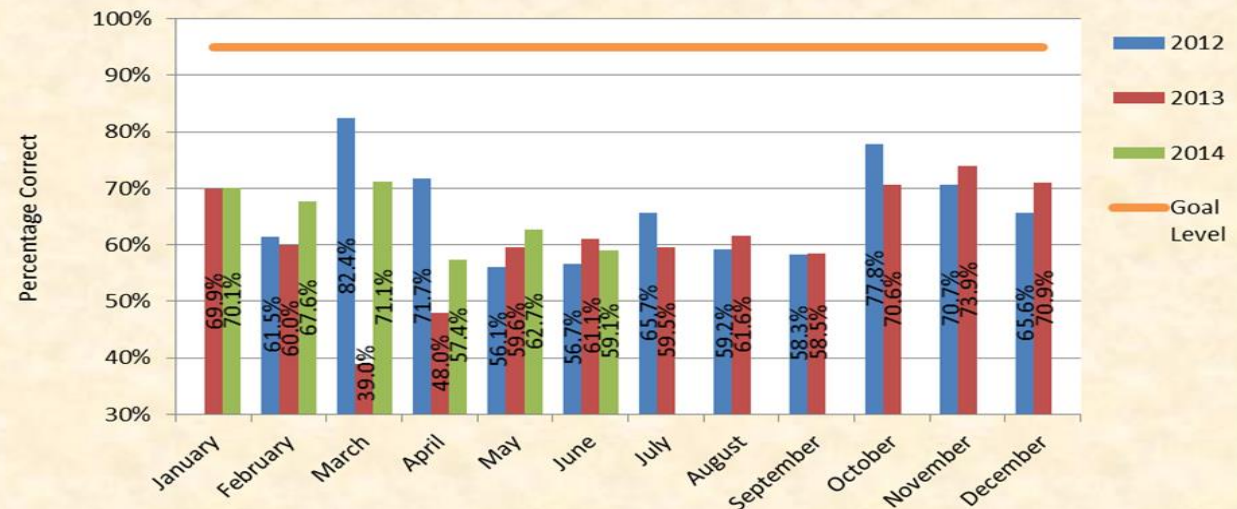
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
1. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Action Items:

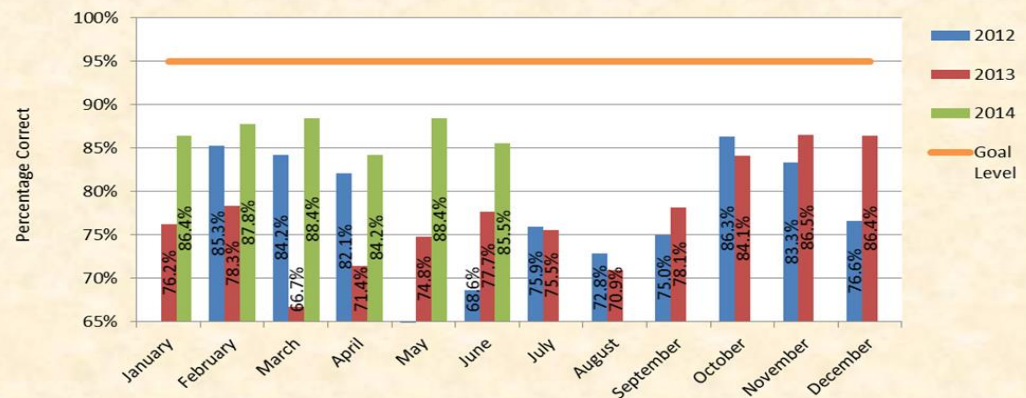
Barriers:



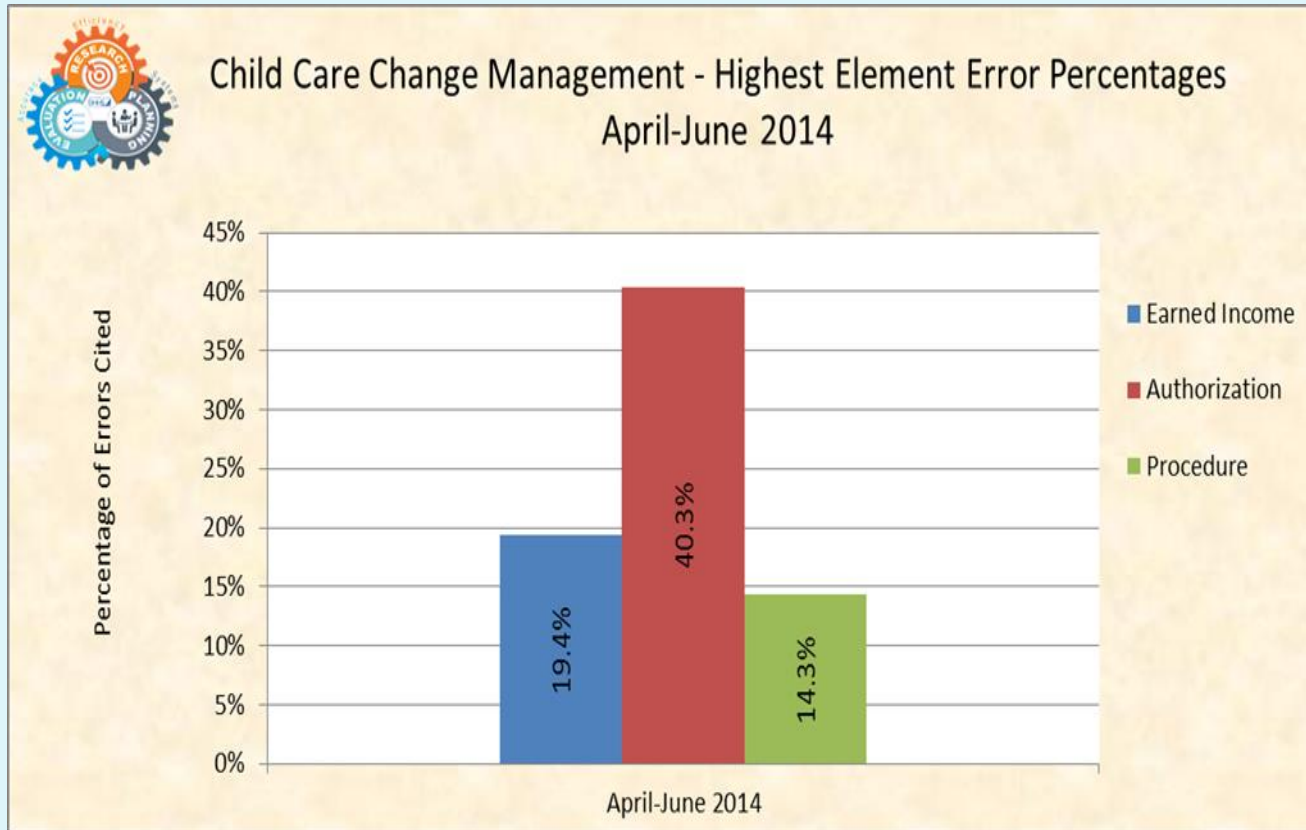
Internal Review - Child Care Change Management Overall Case Accuracy Comparison



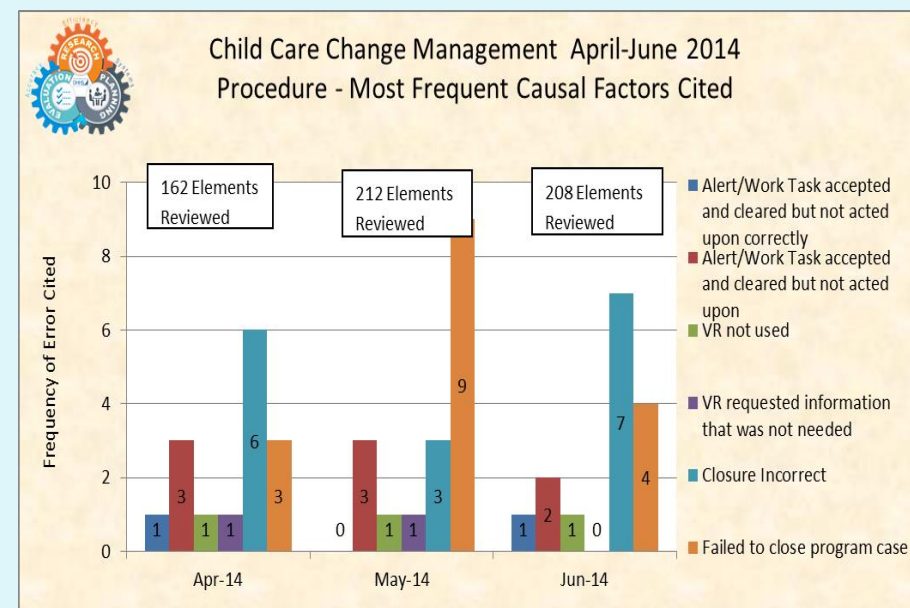
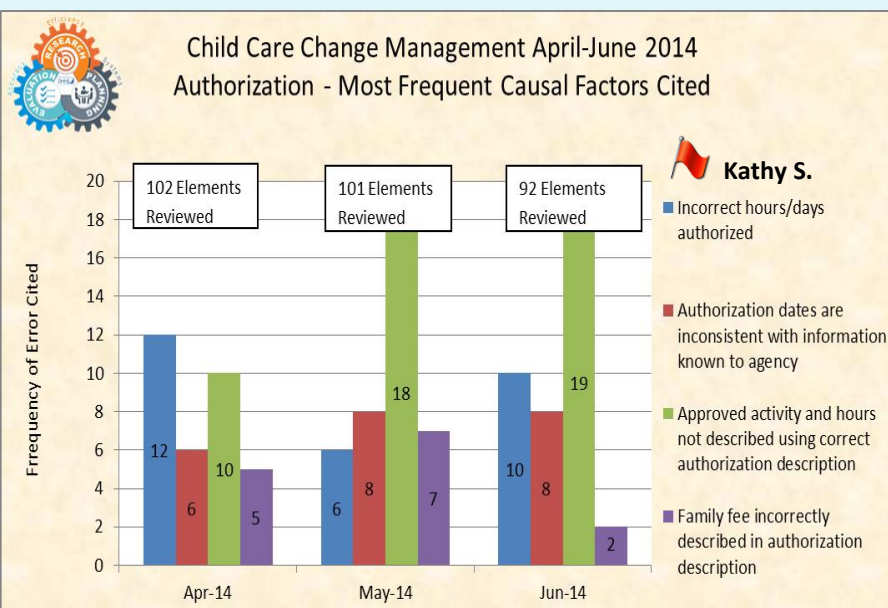
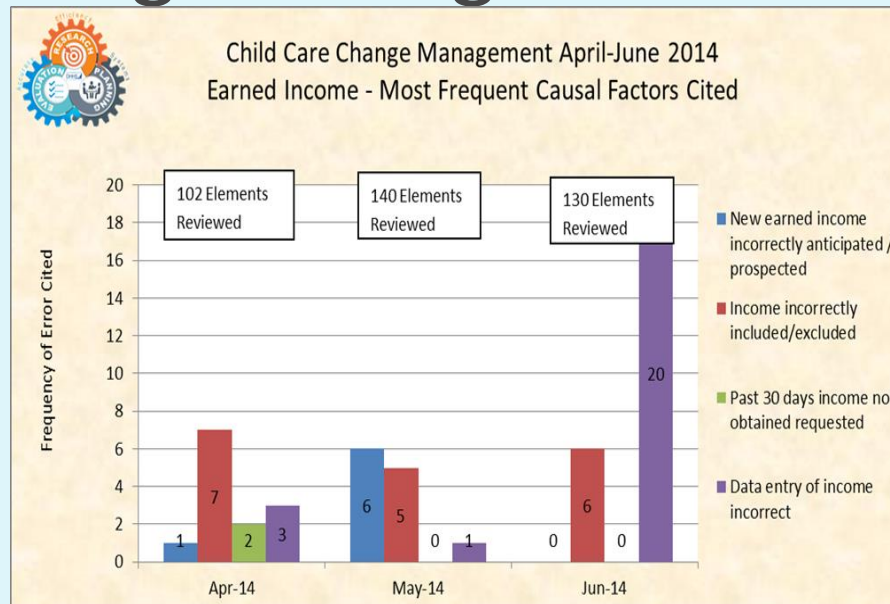
Internal Review - Child Care Change Management Overall Element Accuracy Comparison



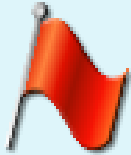
Child Care: Change Management



Child Care: Change Management



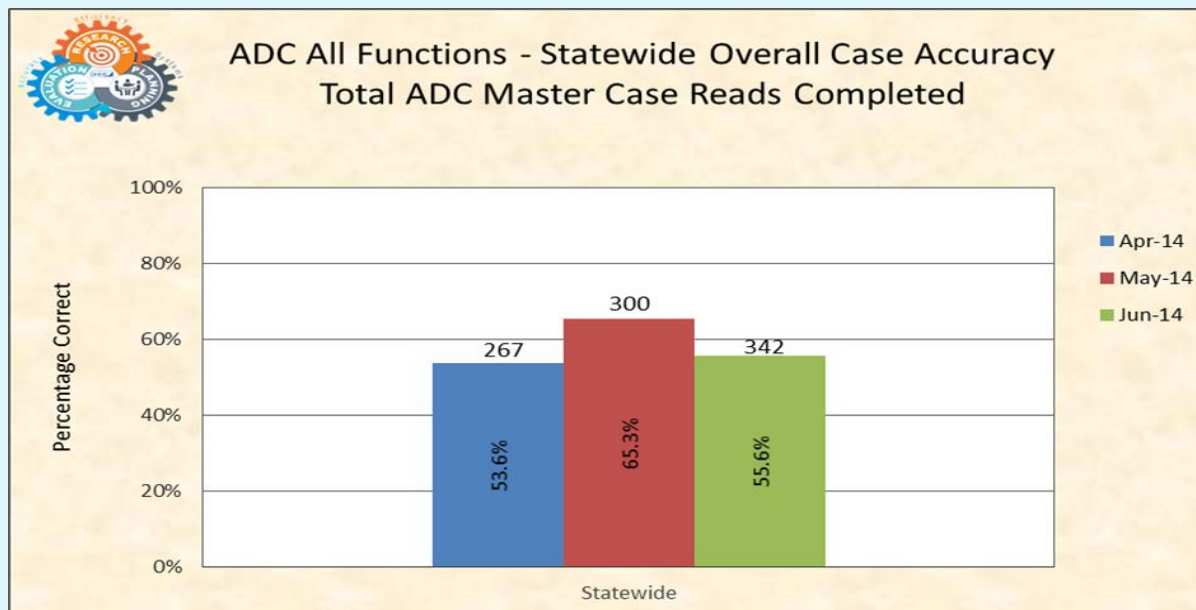
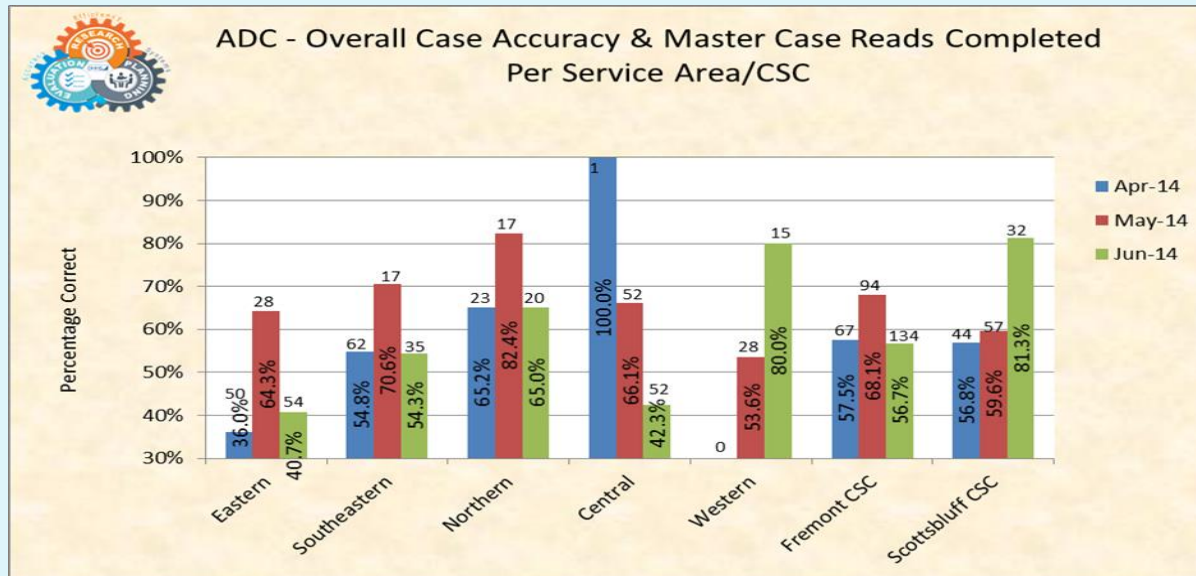
Child Care: Steps to Improvement



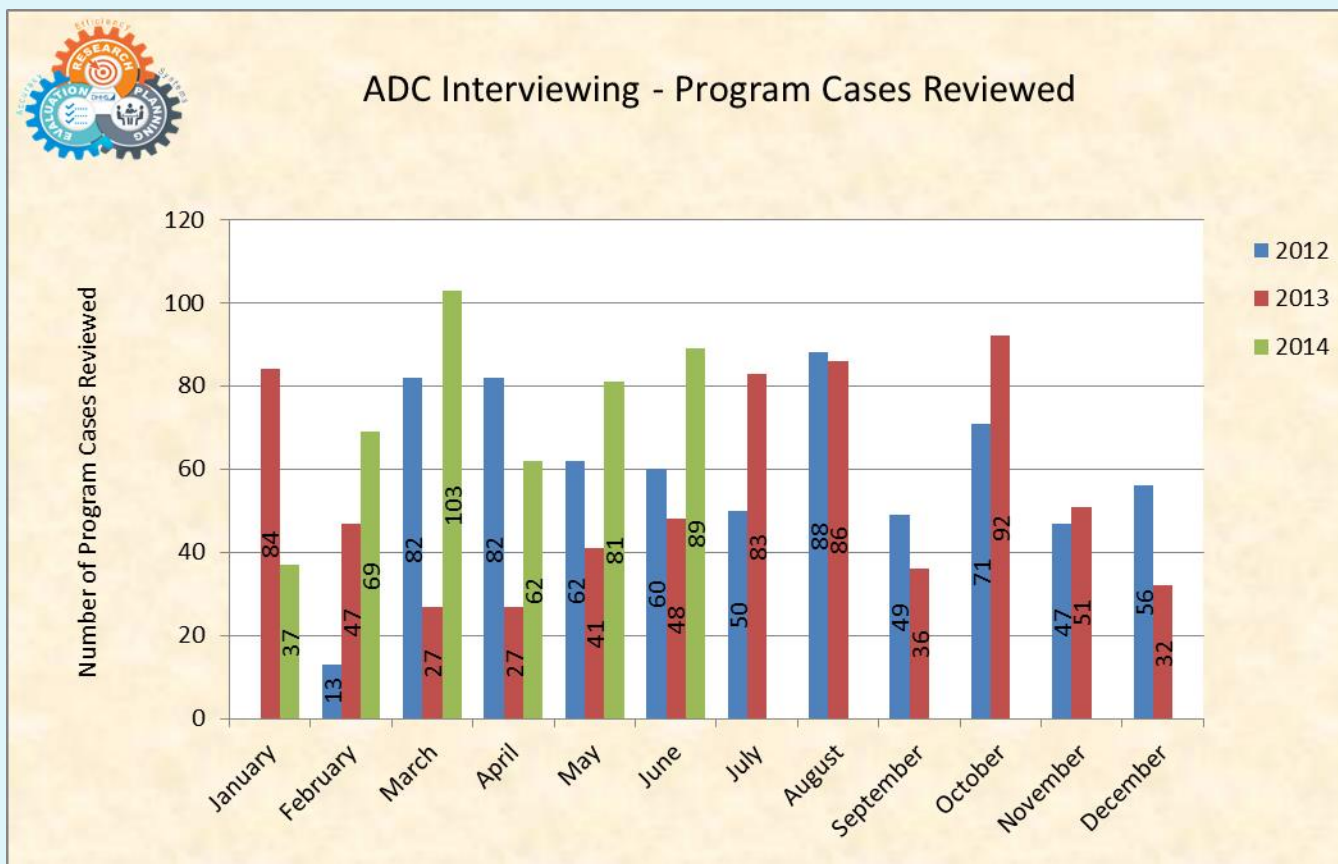
Processing/Change Management:

- Creating a work group to create a calendar and/or spreadsheet for correct child care authorizations: Kathy Shambaugh

Aid to Dependent Children Accuracy



Aid to Dependent Children: Interviewing Program Case Reads



Aid to Dependent Child : Interviewing

Strengths/Accomplishments:

Action Items:

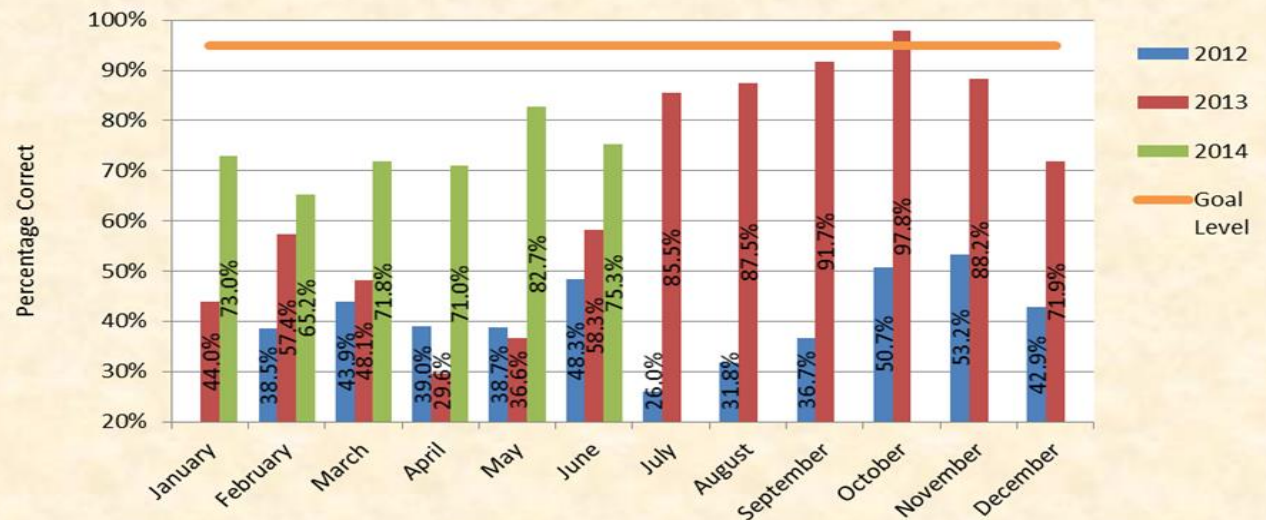
1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15370 will fix a bug with rescheduling interviews.

Barriers:

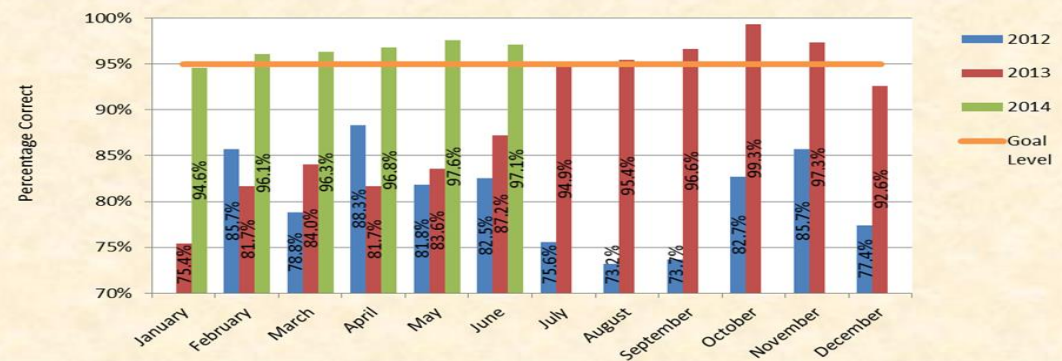
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



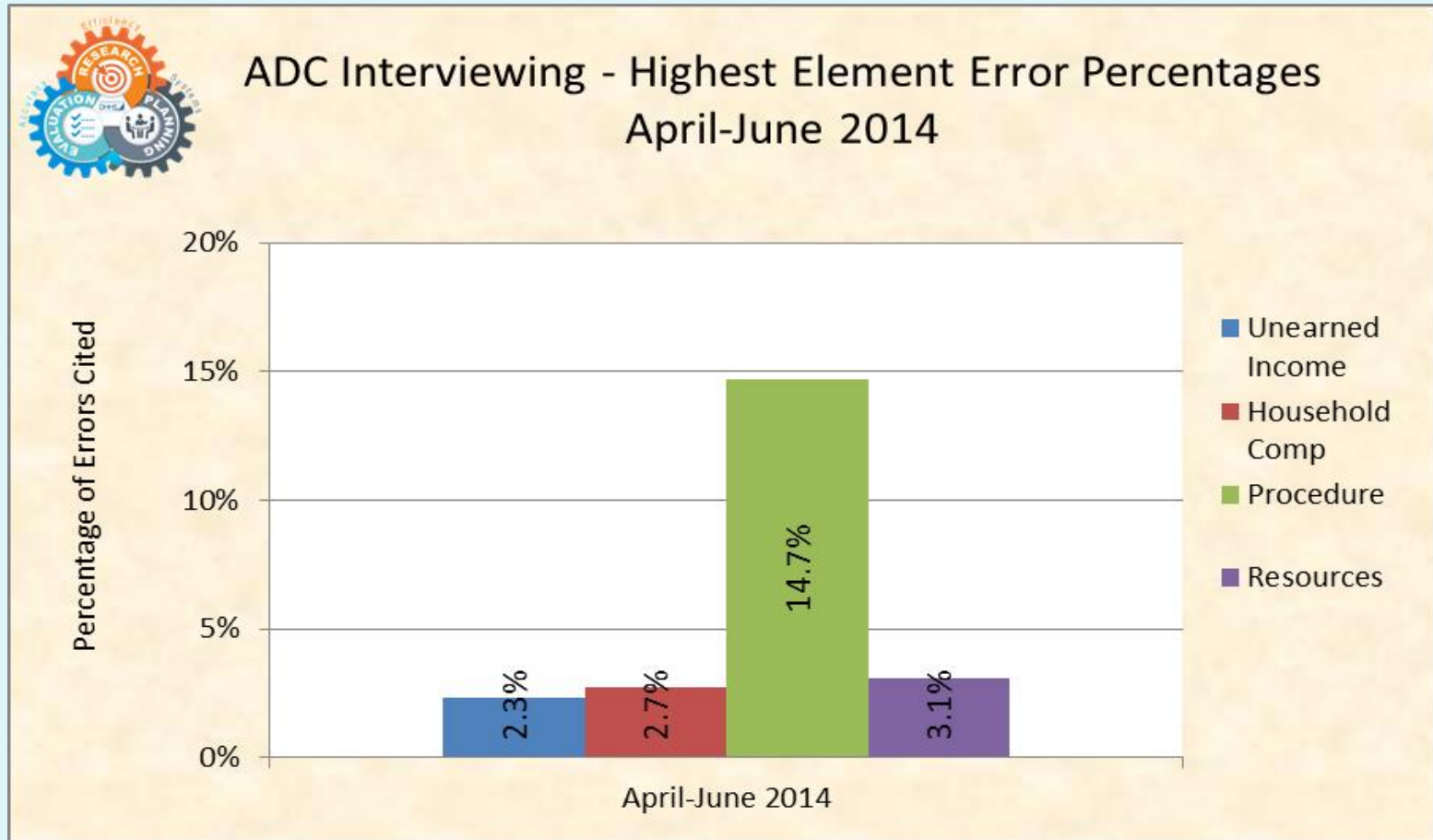
Internal Review - ADC Interviewing Overall Case Accuracy Comparison



Internal Review - ADC Interviewing Overall Element Accuracy Comparison



Aid to Dependent Children: Interviewing

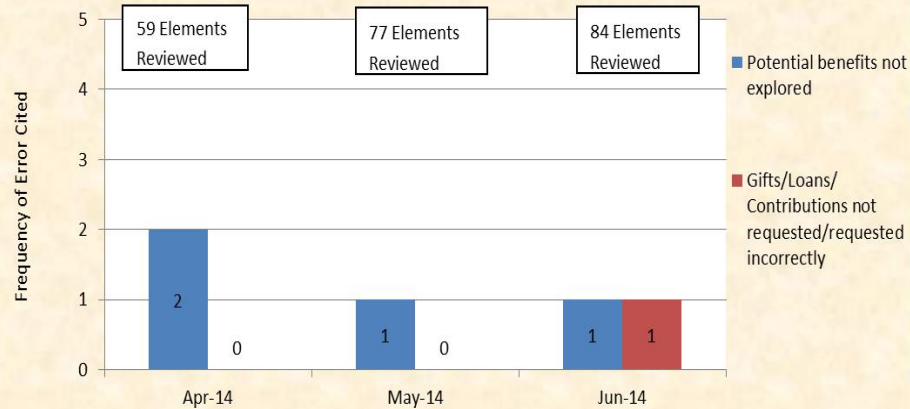


Aid to Dependent Children: Interviewing



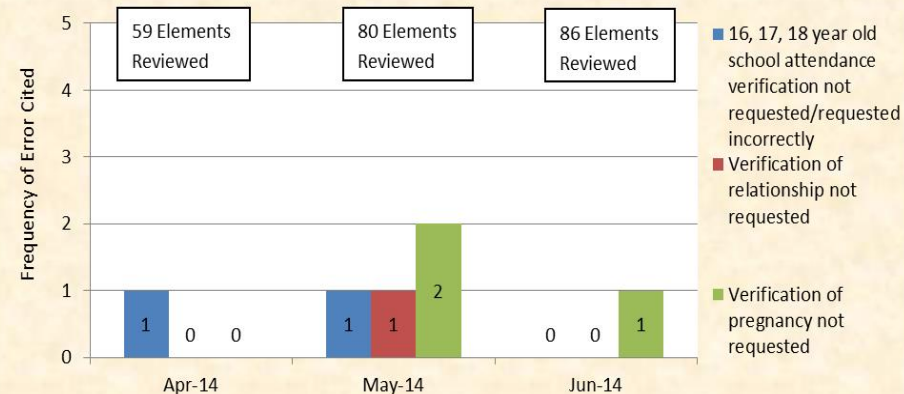
ADC Interviewing April-June 2014

Unearned Income- Most Frequent Causal Factors Cited



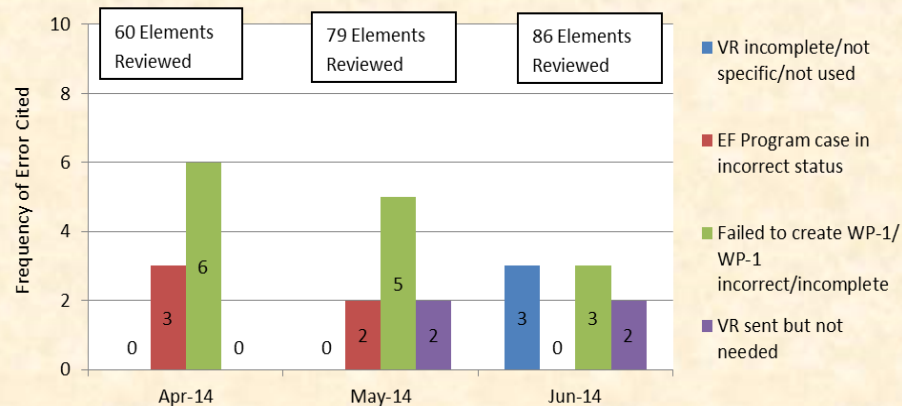
ADC Interviewing April-June 2014

Household Comp - Most Frequent Causal Factors Cited



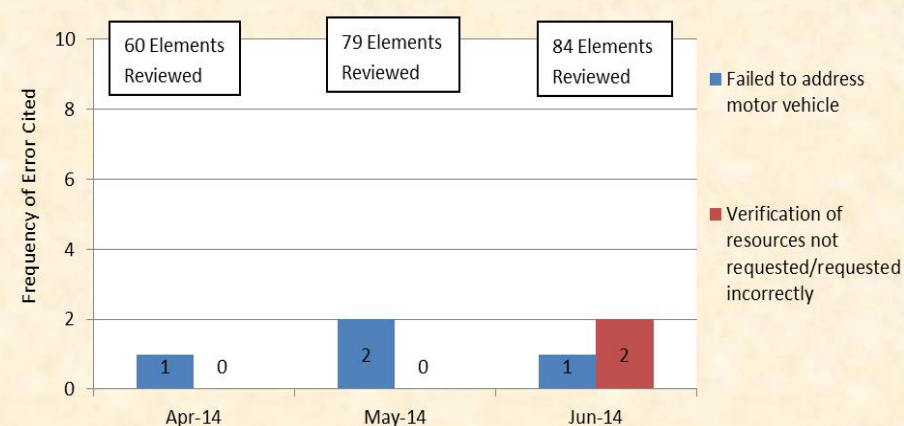
ADC Interviewing April-June 2014

Procedure - Most Frequent Causal Factors Cited

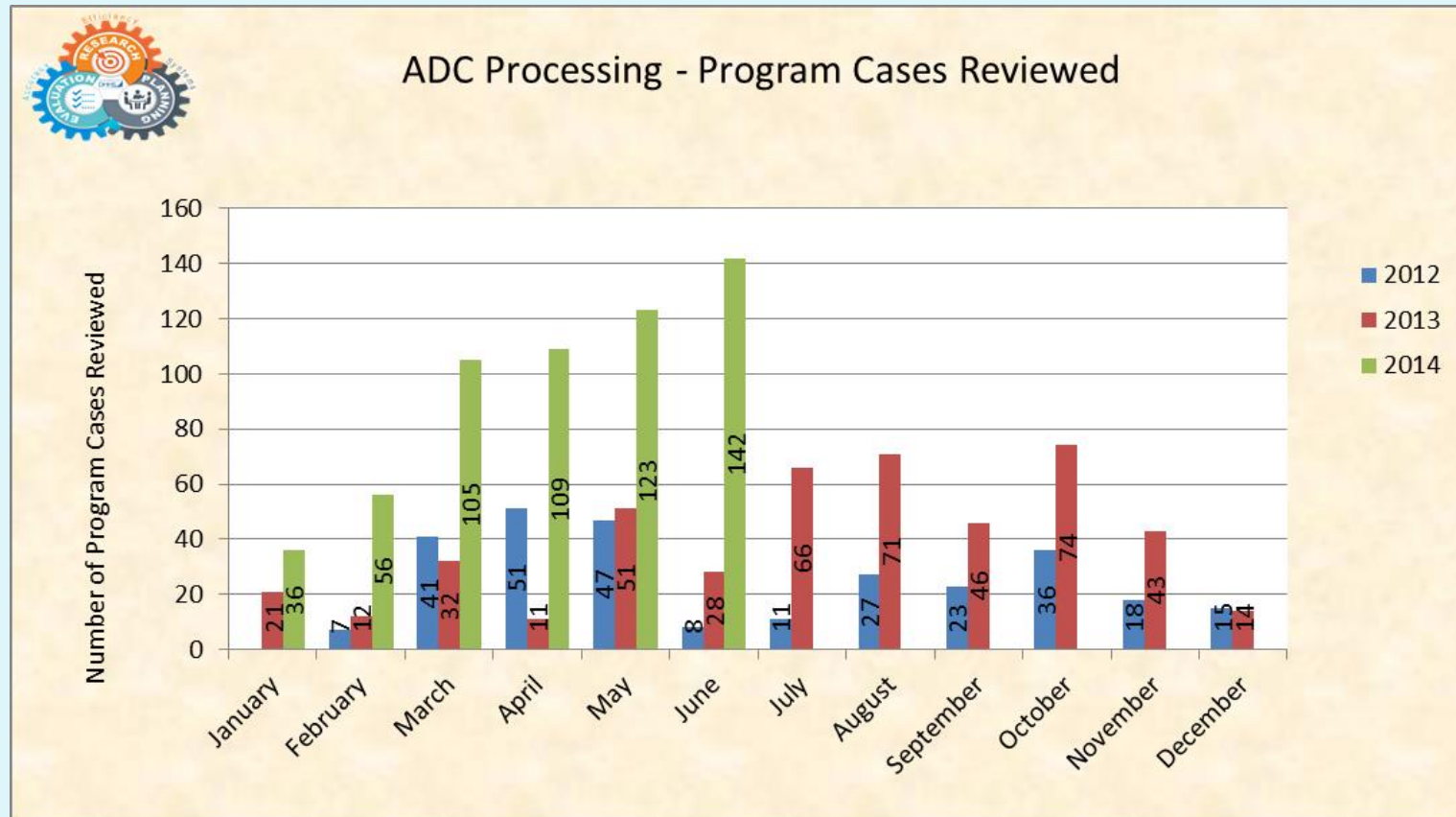


ADC Interviewing April-June 2014

Resources - Most Frequent Causal Factors Cited



Aid to Dependent Children: Processing Program Case Reads



Aid to Dependent Child : Processing

Strengths/Accomplishments:

Captivate Video released:

1. Charts Referral: 6/23/2014

SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Action Items:

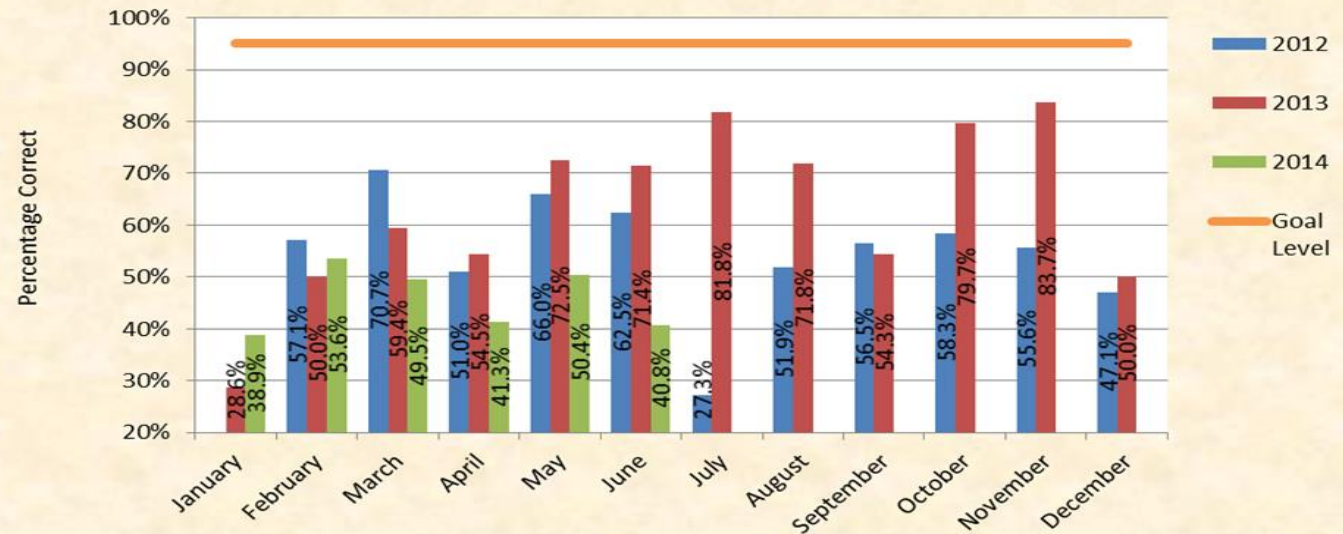
1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15067 will correct deeming logic for payment only cases.
4. SCR 15322 Fix a failure path in budgeting logic to deny ADC.

Barriers:

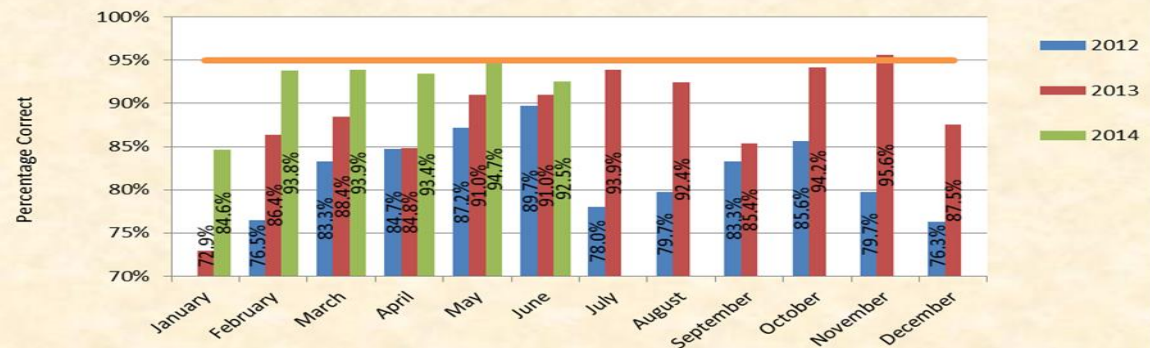
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



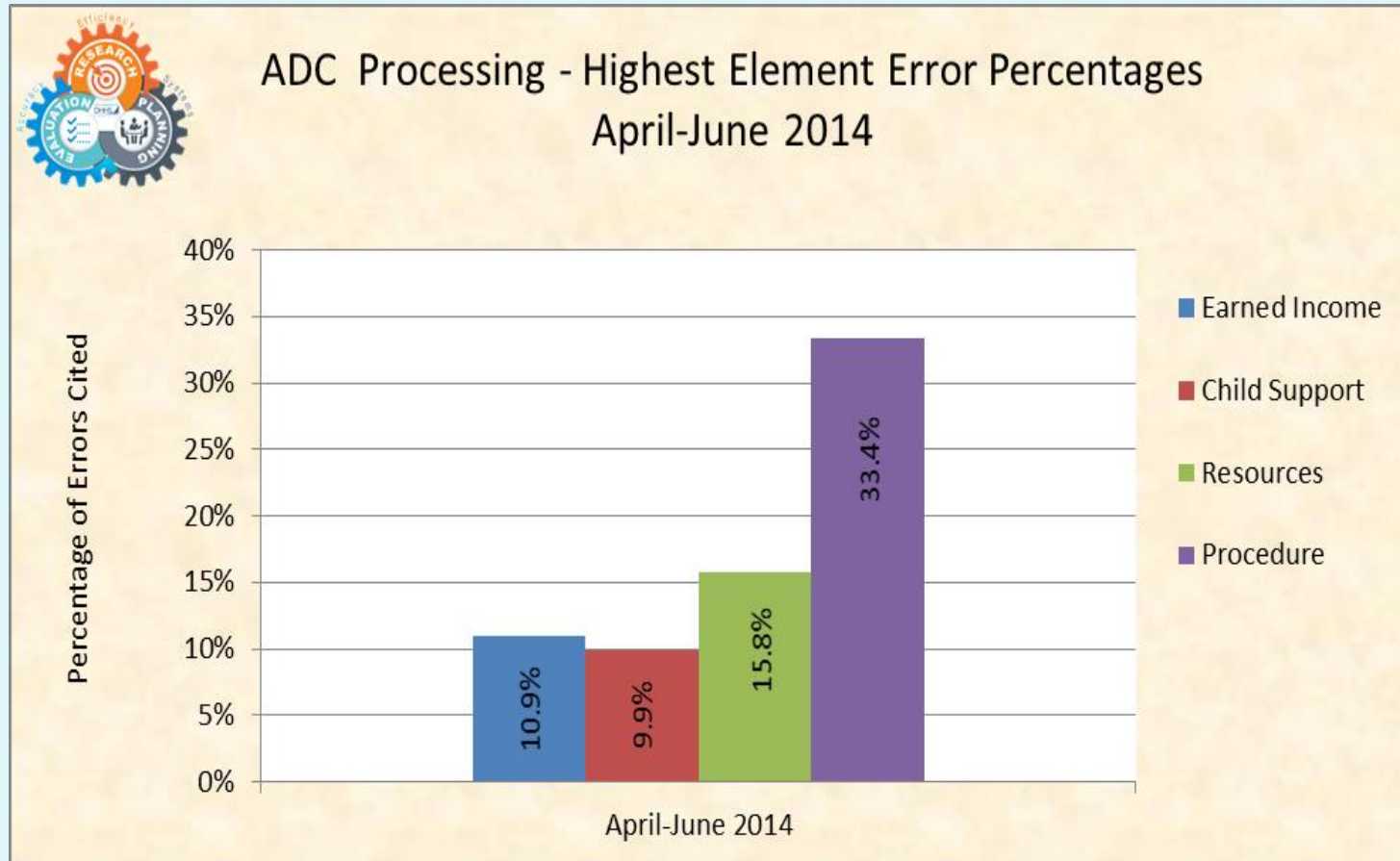
Internal Review - ADC Processing Overall Case Accuracy Comparison



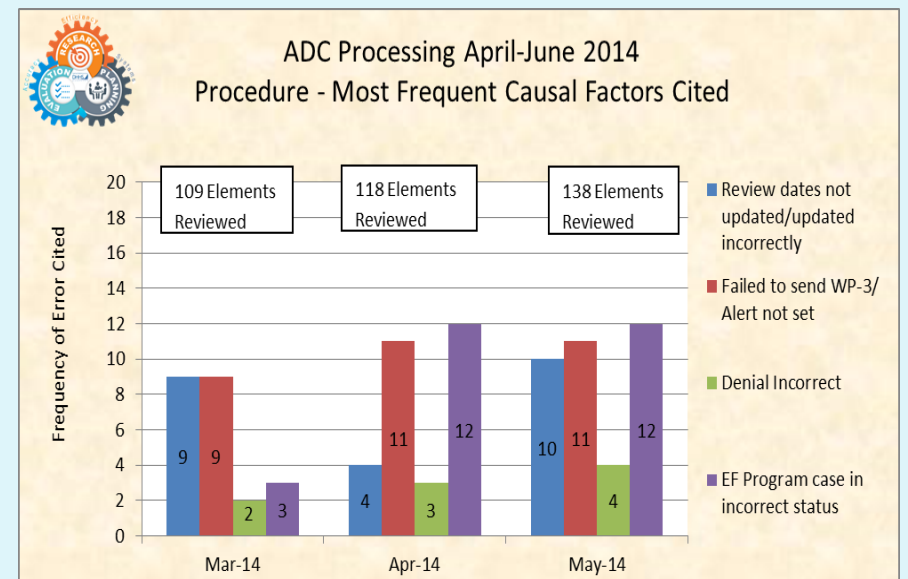
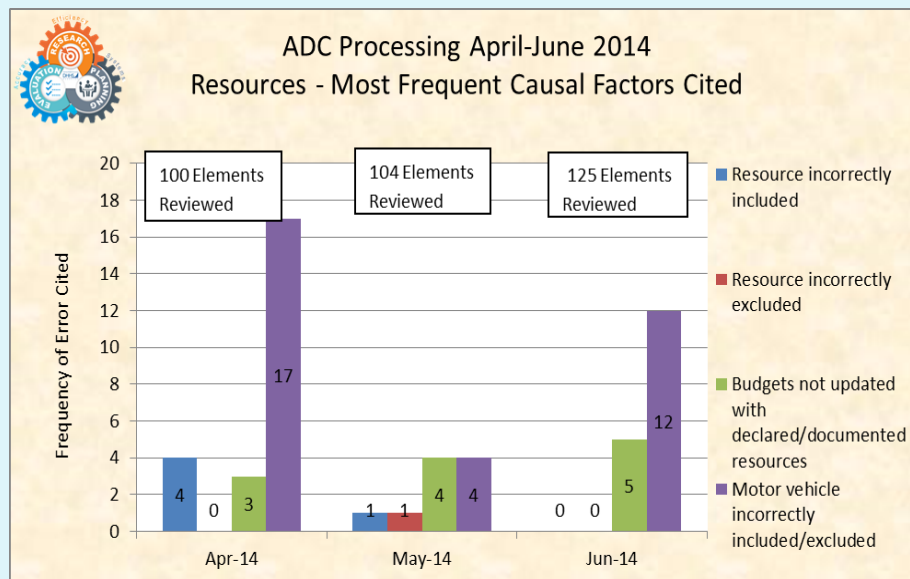
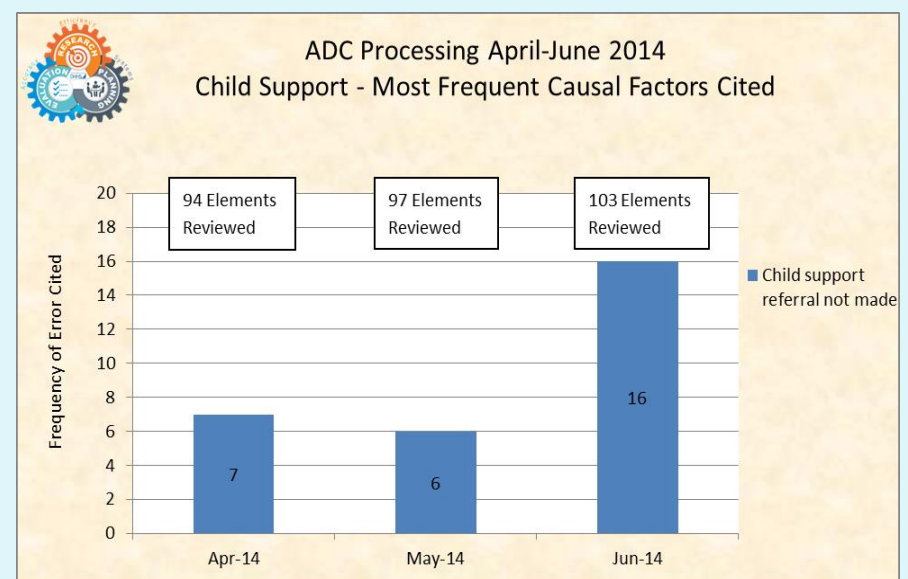
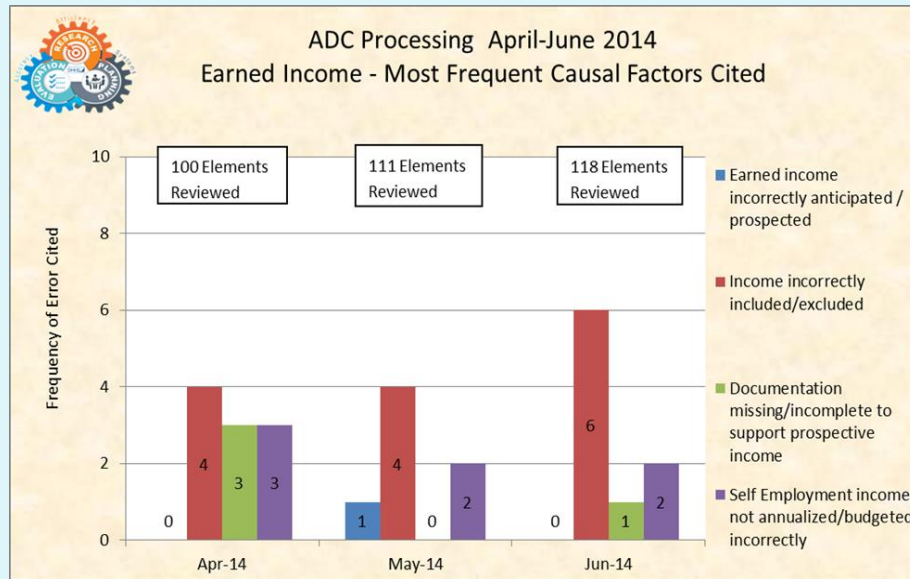
Internal Review - ADC Processing Overall Element Accuracy Comparison



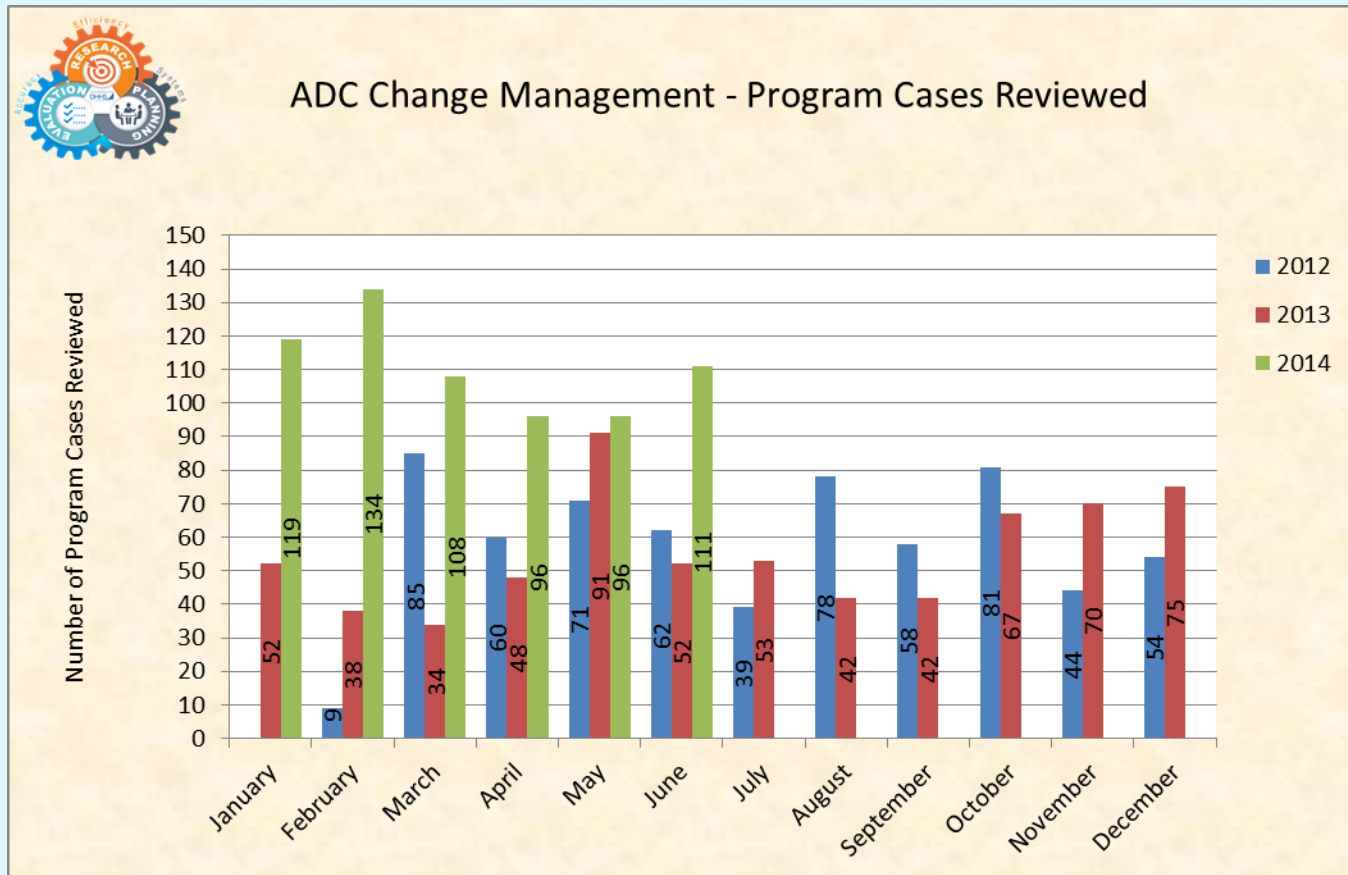
Aid to Dependent Children: Processing



Aid to Dependent Children: Processing



Aid to Dependent Children: Change Management Program Case Reads



Aid to Dependent Child : Change Management

Strengths/Accomplishments:

Captivate Video released:

1. Charts Referral: 6/23/2014

SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Action Items:

Barriers:

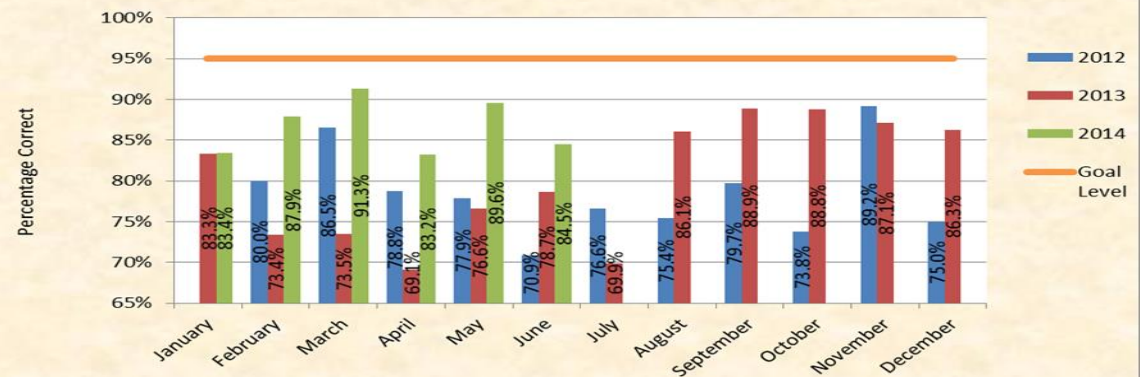
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



Internal Review - ADC Change Management Overall Case Accuracy Comparison



Internal Review - ADC Change Management Overall Element Accuracy Comparison

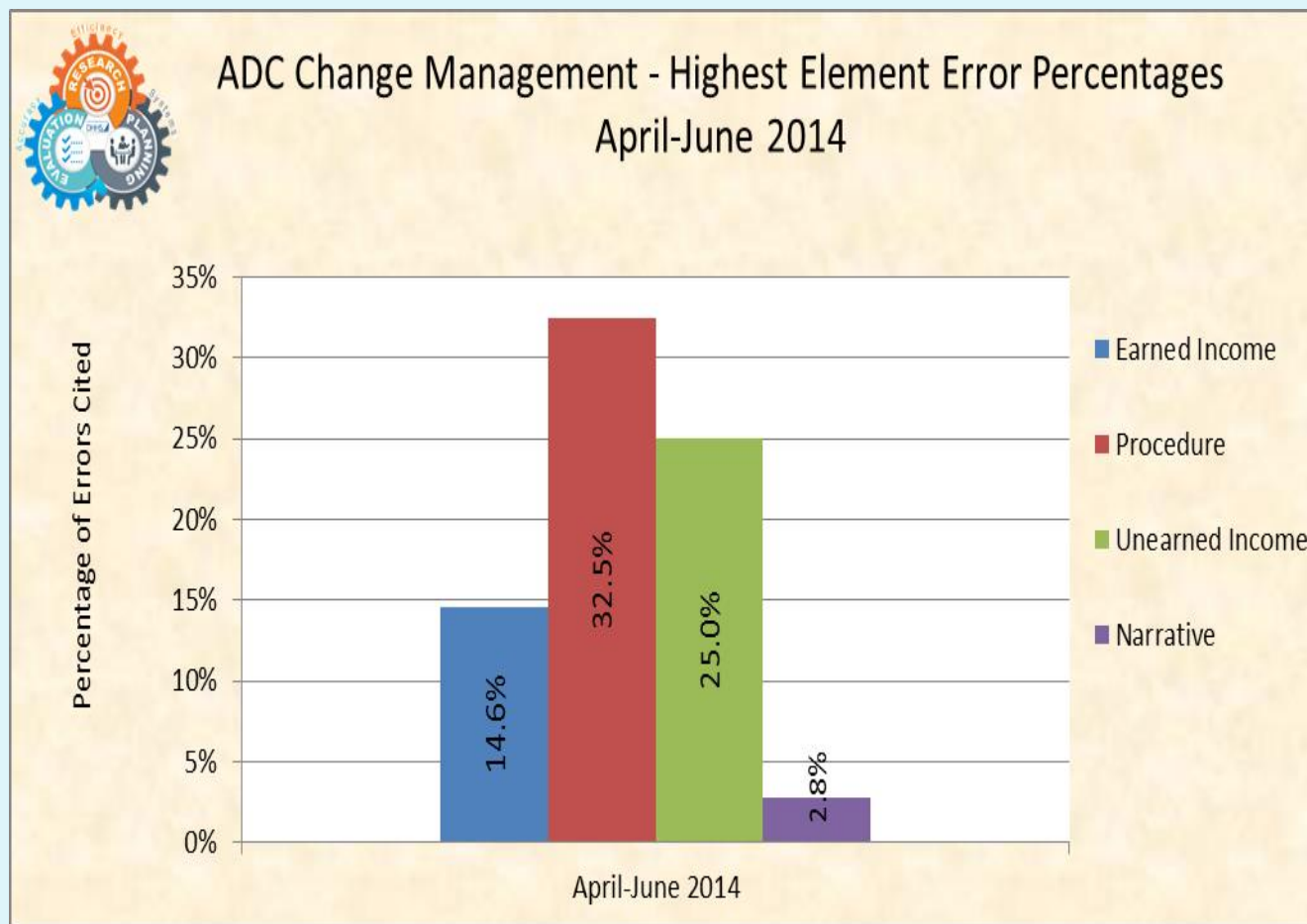


Aid to Dependent Children: Change Management

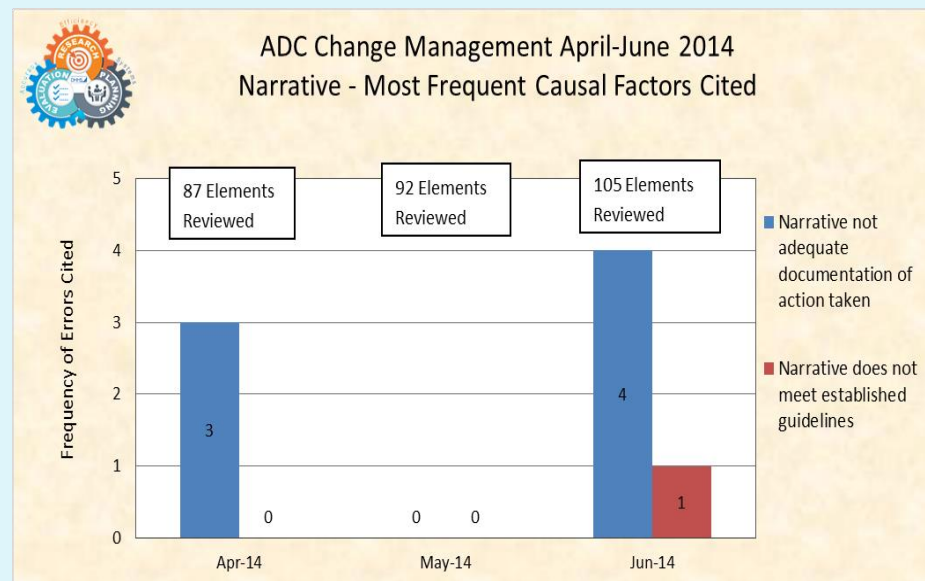
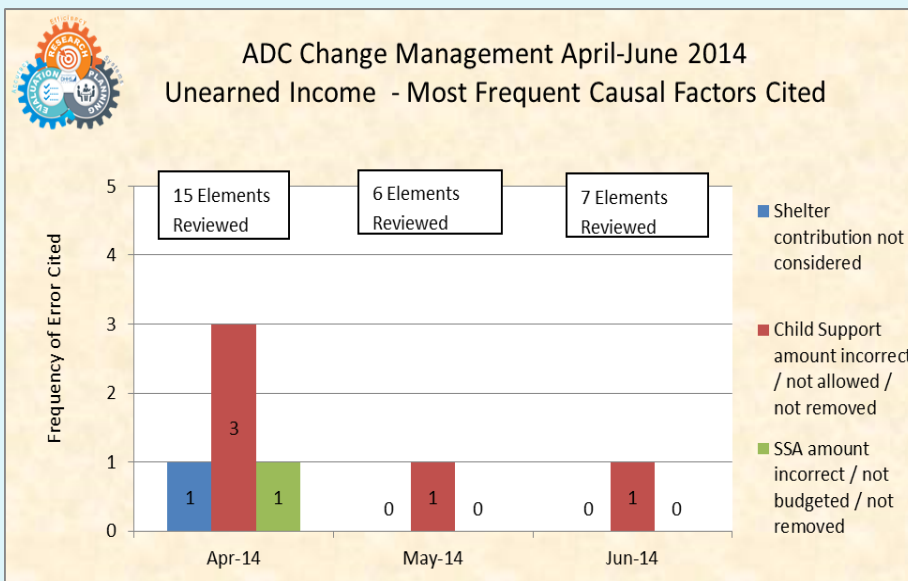
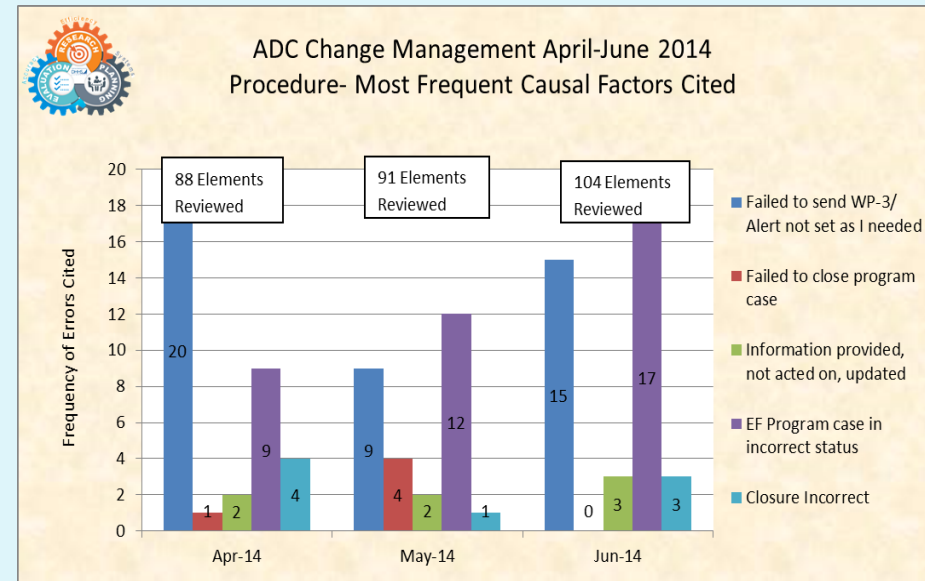
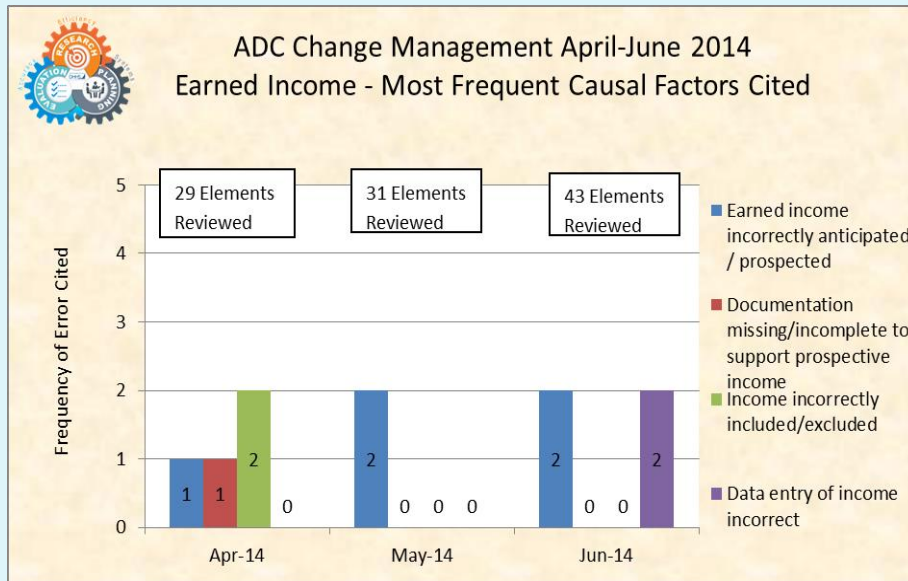
Aid to Dependent Child : Change Management

Success Stories:

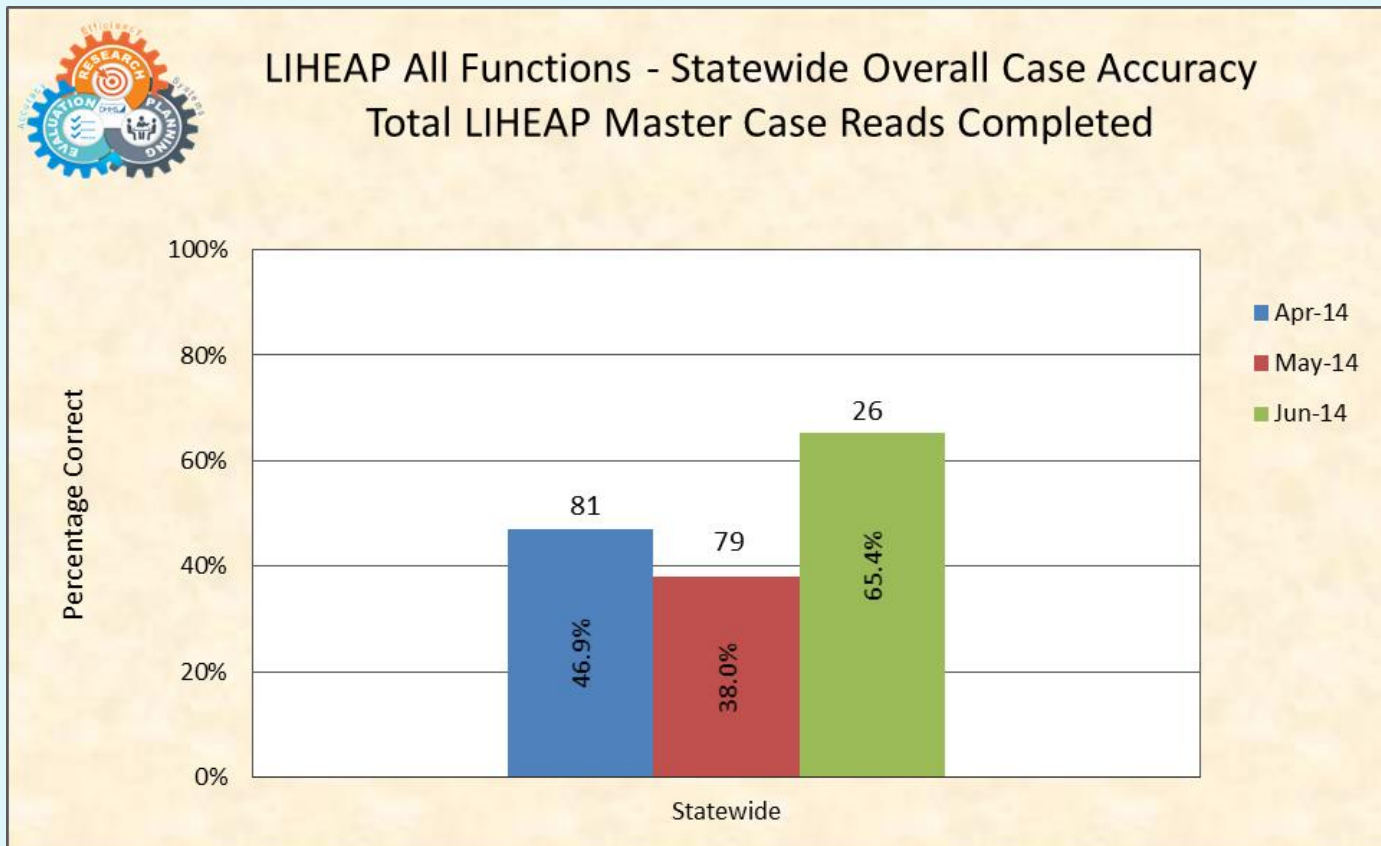
1. Procedure
 - Removed Causal: Alert/WT accepted and cleared but not acted on, last error cited 2/2014



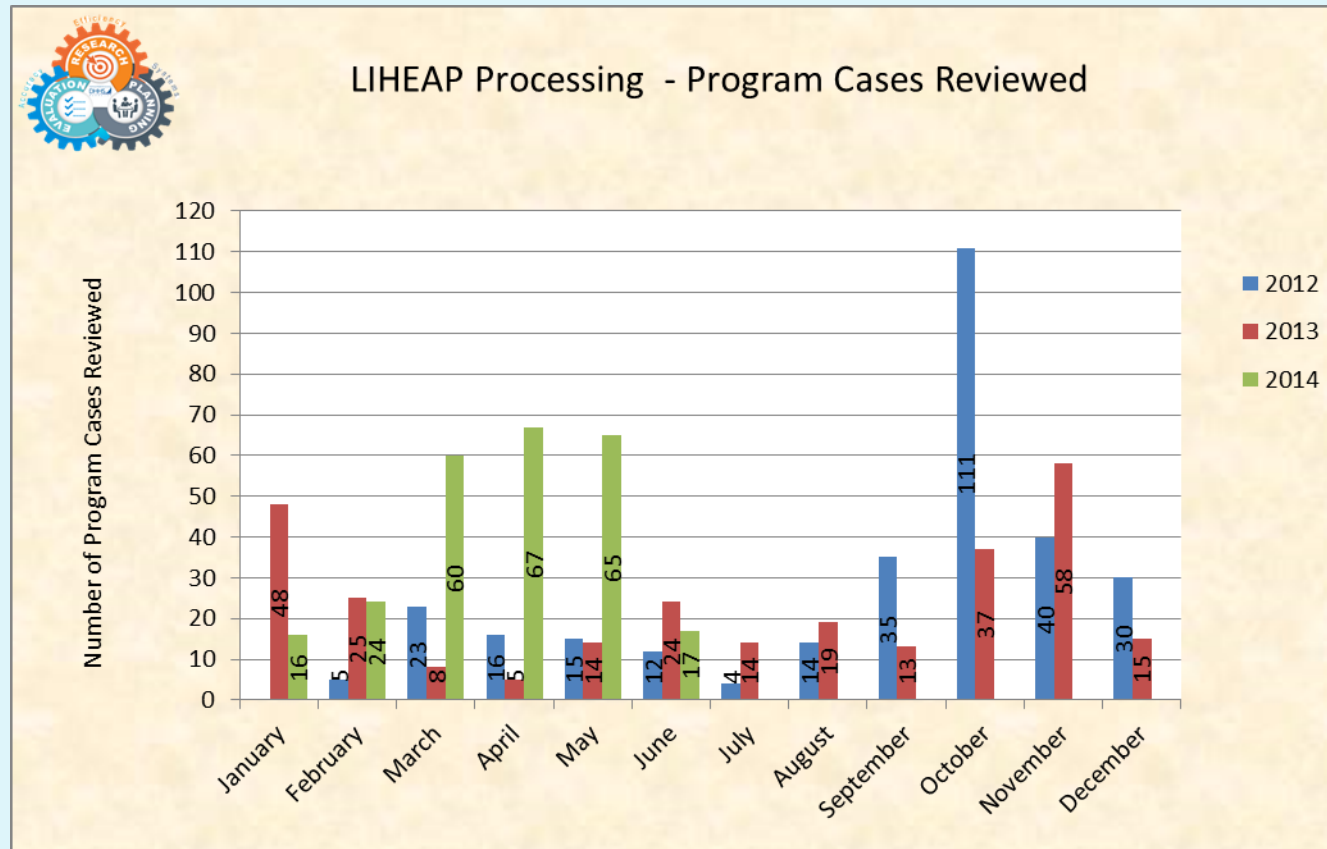
Aid to Dependent Children: Change Management



Low-Income Home Energy Assistance Program: Accuracy



Low-Income Home Energy Assistance Program Processing Program Case Reads



Low Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:

R.E.P. released:

1. Crisis Assistance: 6/23/2014

SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Action Items:

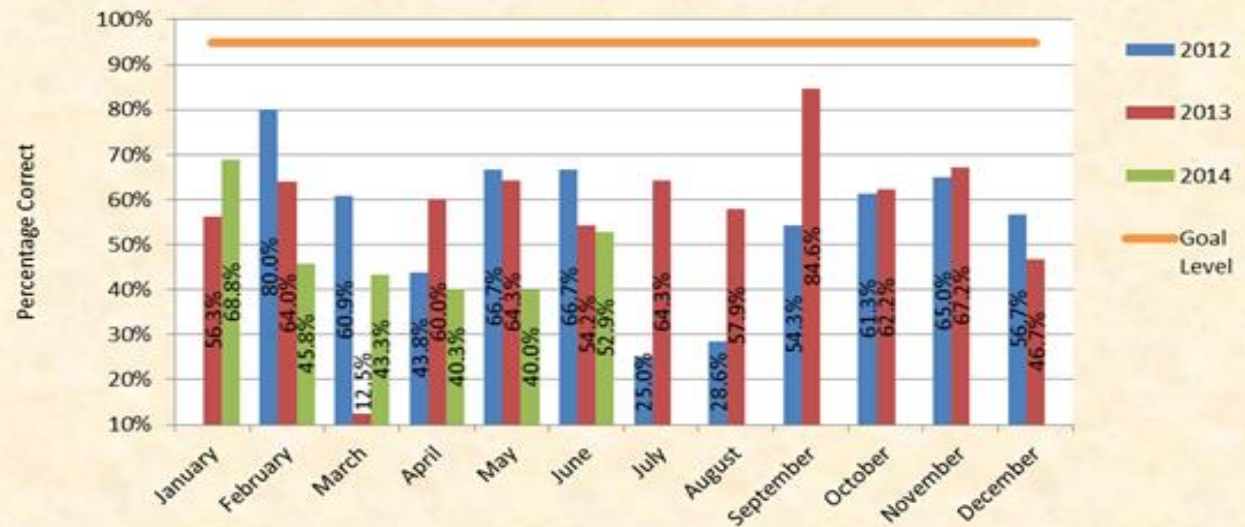
1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

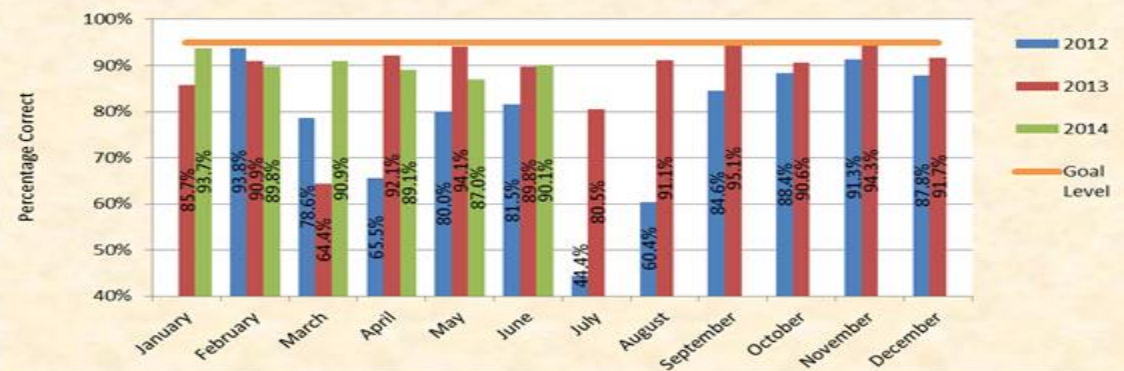
Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



Internal Review - LIHEAP Processing Overall Case Accuracy Comparison



Internal Review - LIHEAP Processing Overall Element Accuracy Comparison



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Low Income Home Energy Assistance Program: Processing

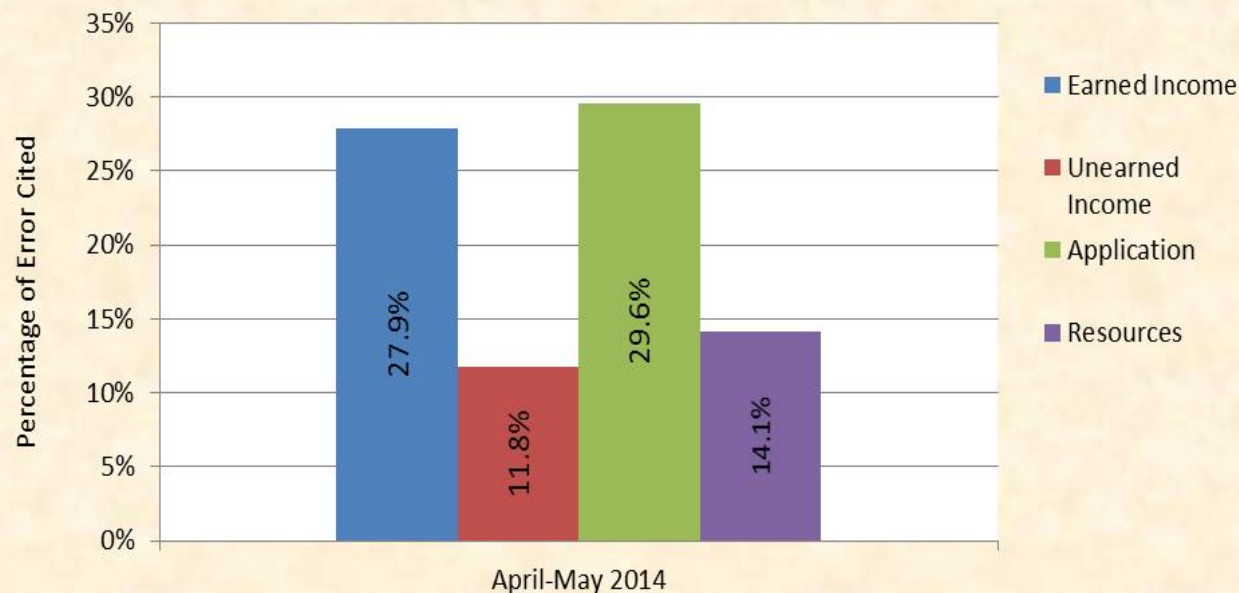
Low Income Energy Assistance Program: Processing

Success Stories:

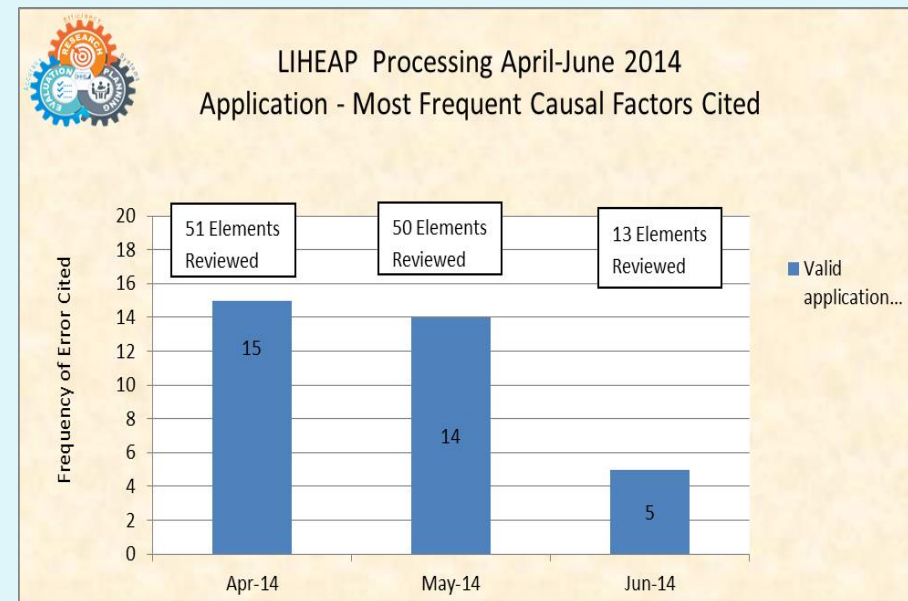
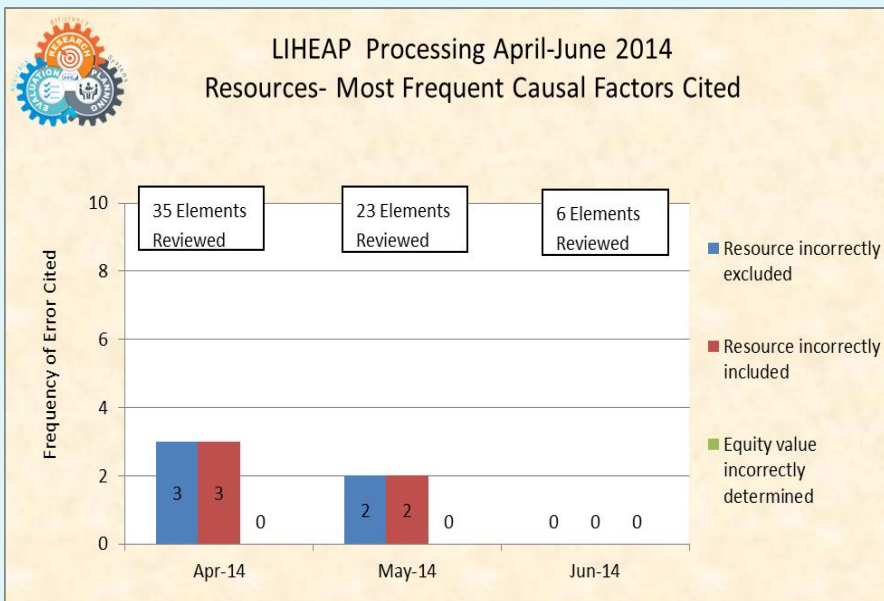
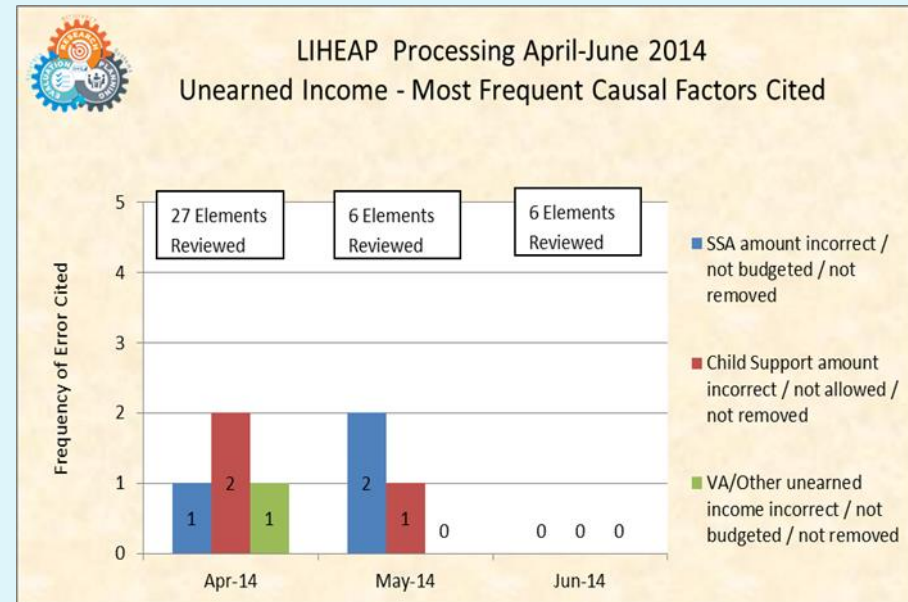
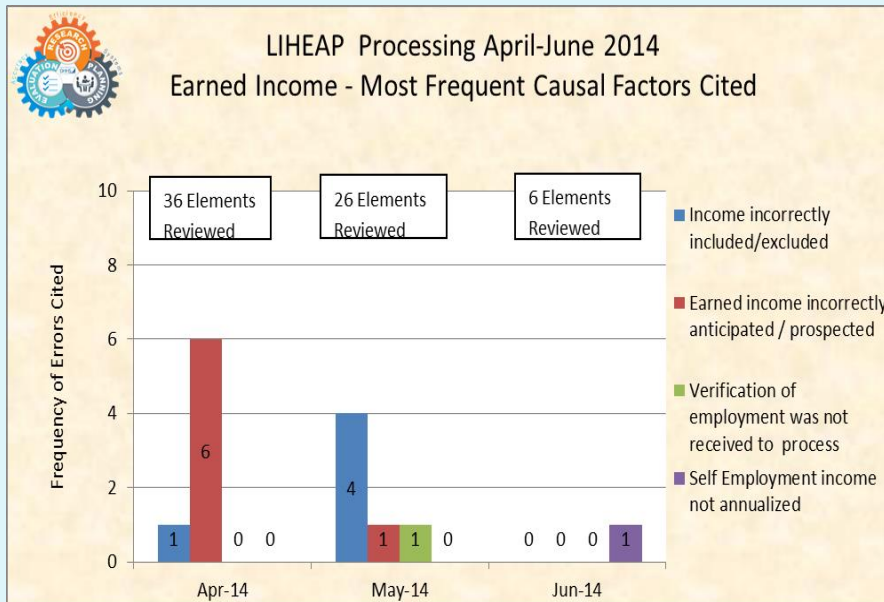
1. Unearned Income: Removed Causal:
 - IUC not requested/requested incorrectly, last error cited 3/2014



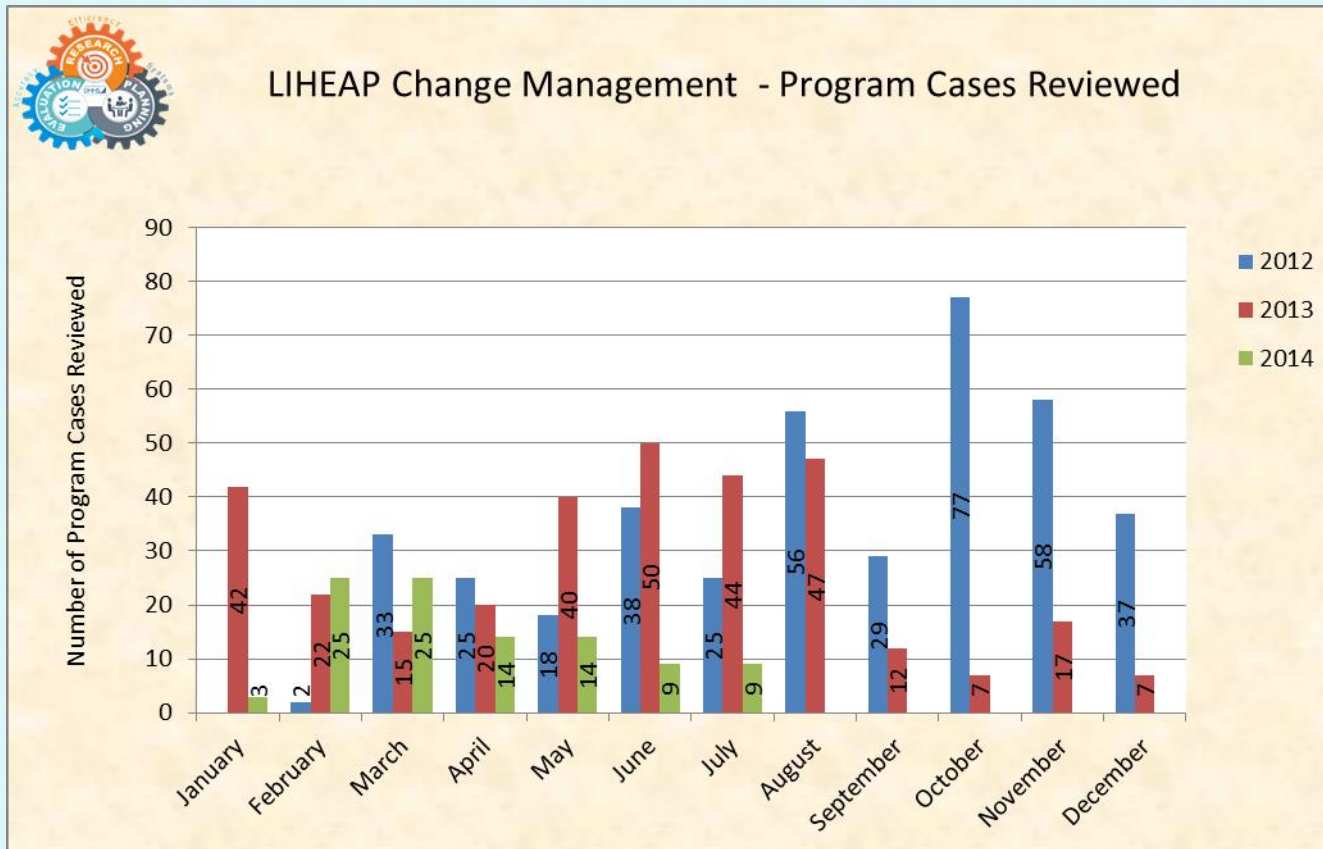
LIHEAP Processing - Highest Element Error Percentages April-June 2014



Low-Income Home Energy Assistance Program: Processing



Low-Income Home Energy Assistance Program: Change Management Program Case Reads



Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

R.E.P. released:

1. Crisis Assistance: 6/23/2014

Action Items:

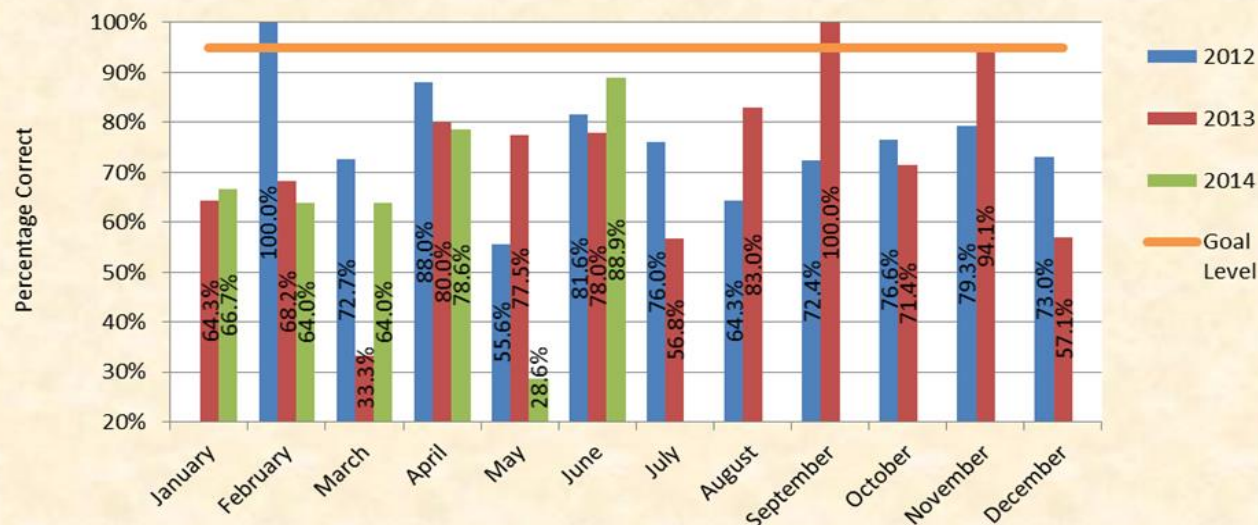
1. SCR 14744 will clean up budgets when crossing energy years.
2. SCR 13195 will add the account number to the benefit summary.
3. SCR 13914 will maintain an provider's history when name is updated.
4. SCR 13533, 14453 and 14744 will clean up various budget related issues.

Barriers:

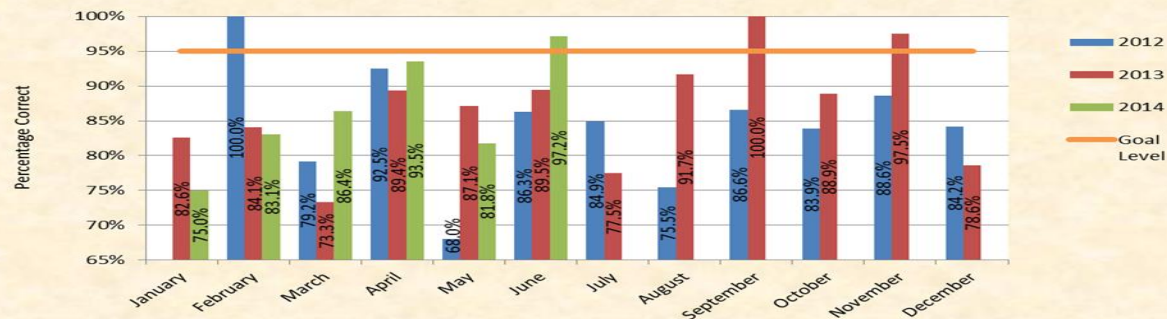
Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



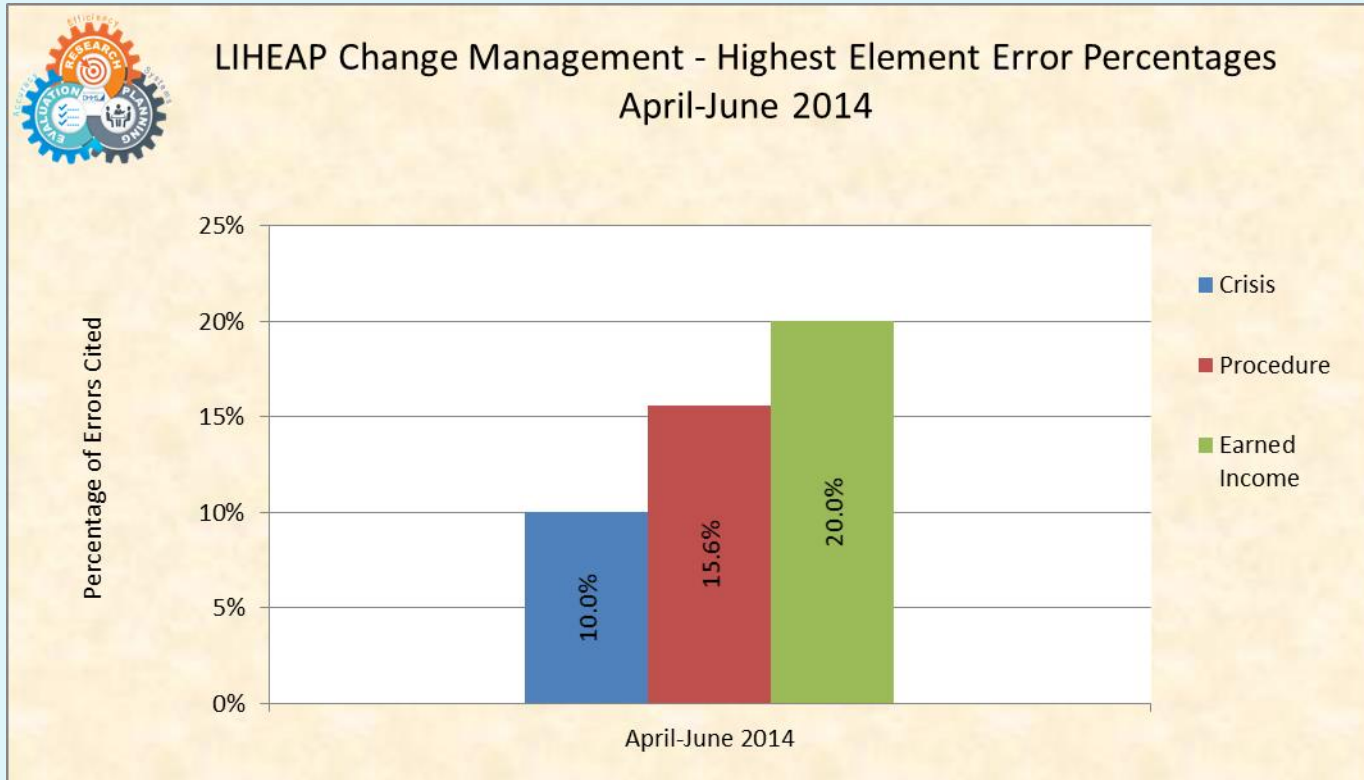
Internal Review - LIHEAP Change Management Overall Case Accuracy Comparison



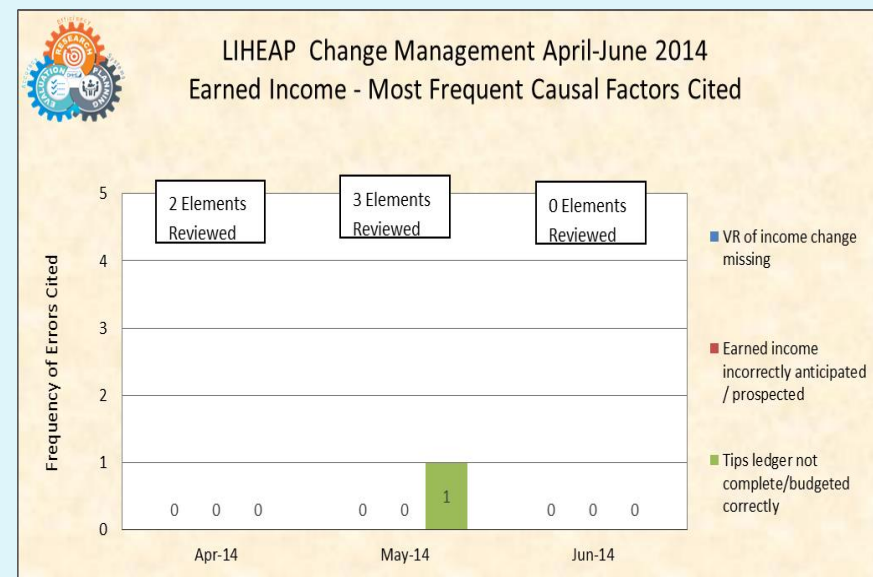
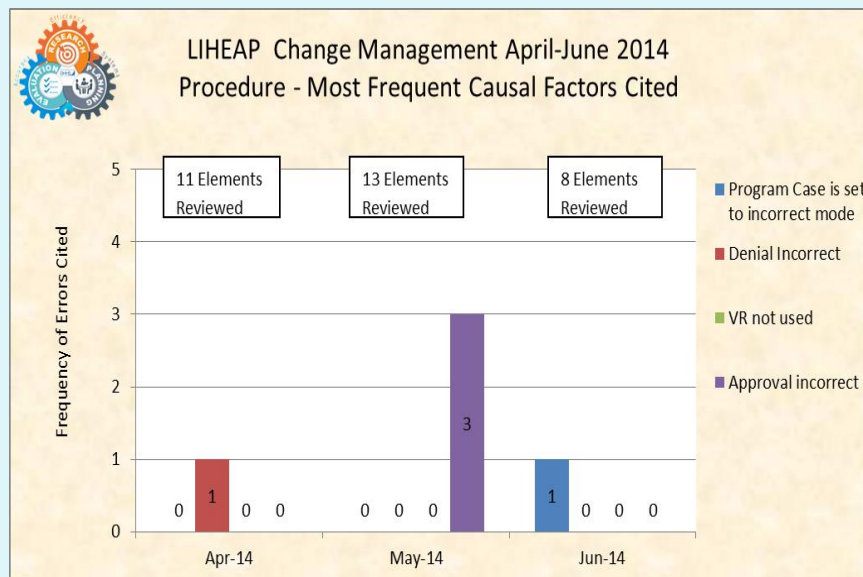
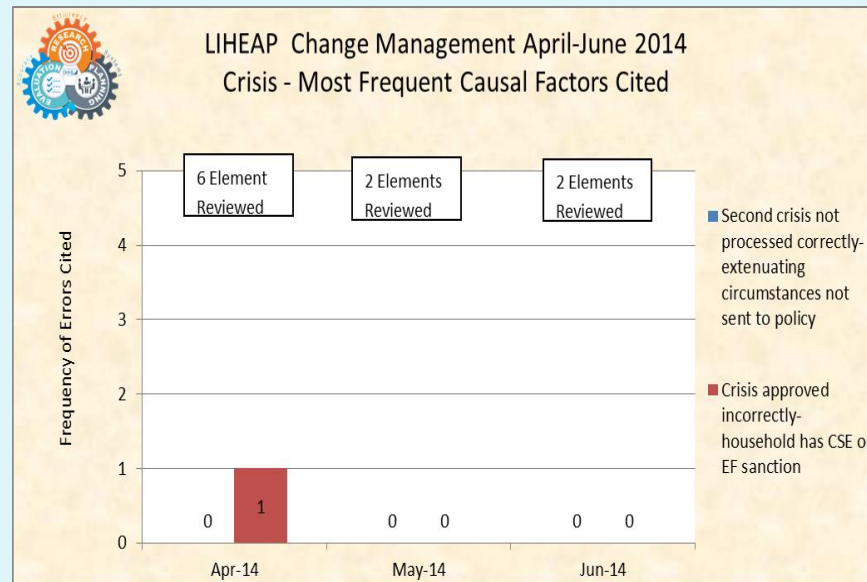
Internal Review - LIHEAP Change Management Overall Element Accuracy Comparison



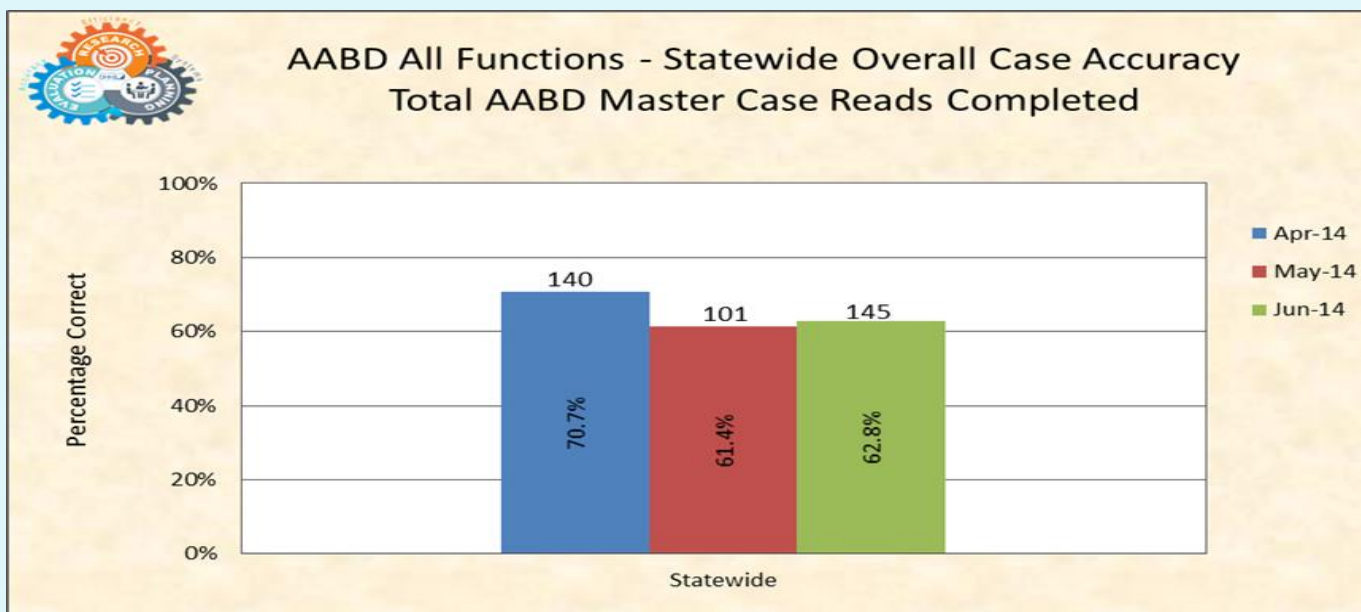
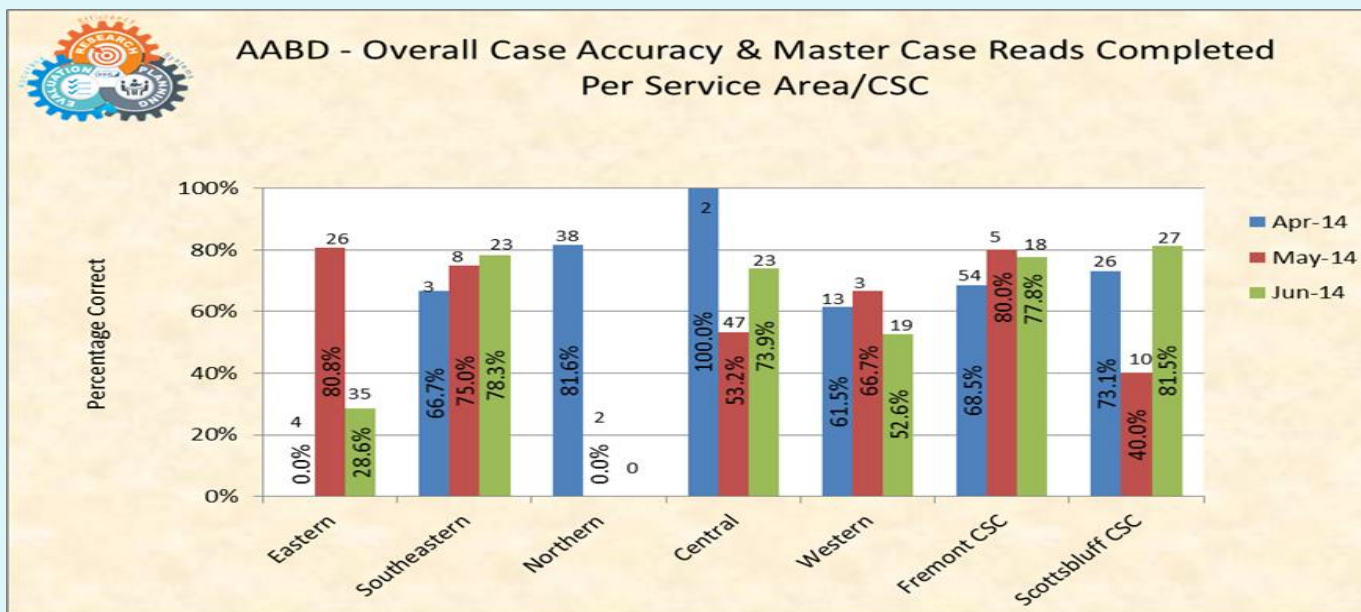
Low-Income Home Energy Assistance Program: Change Management



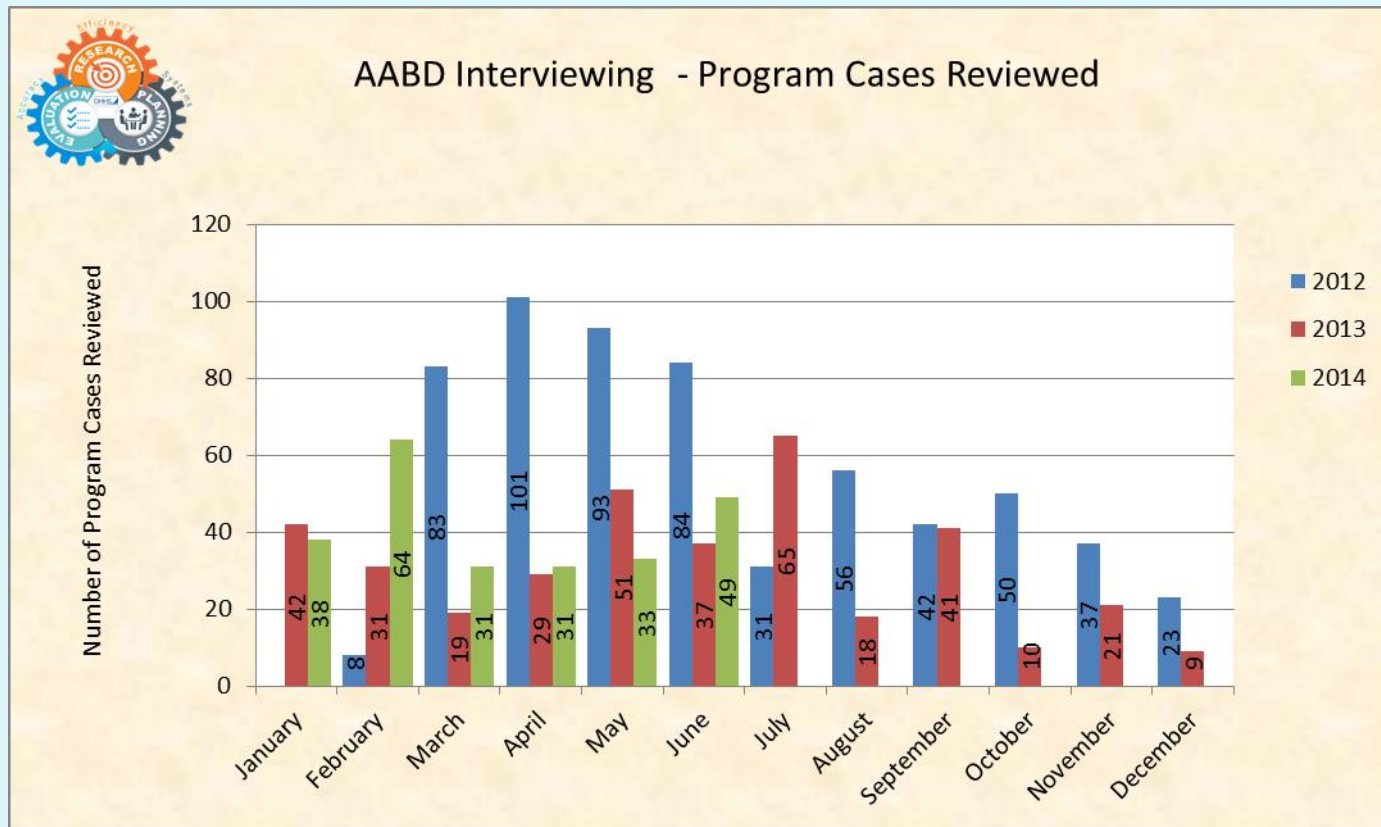
Low-Income Home Energy Assistance Program: Change Management



Assistance to the Aged, Blind, or Disabled Payment Accuracy



Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Strengths/Accomplishments:

Action Items:

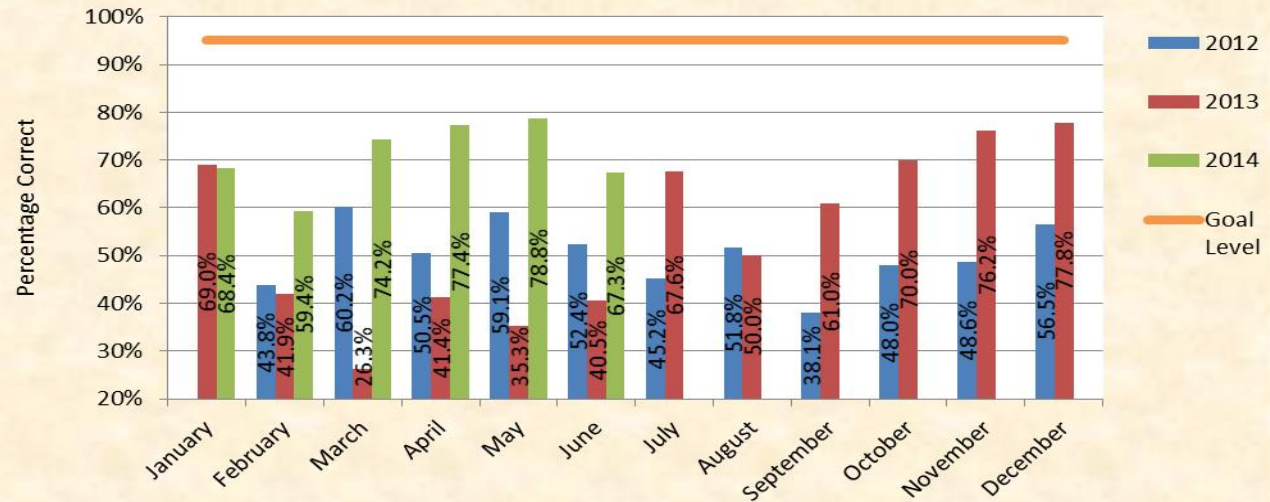
1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15370 will fix a bug with rescheduling interviews.

Barriers:

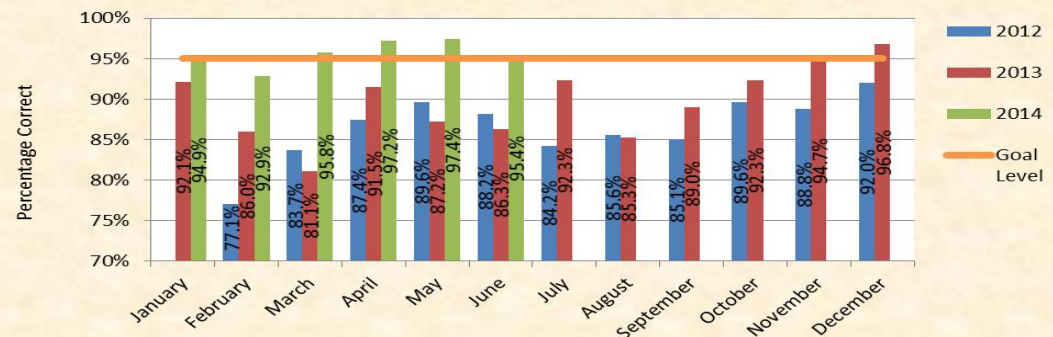
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



Internal Review - AABD Interviewing Overall Case Accuracy Comparison



Internal Review - AABD Interviewing Overall Element Accuracy Comparison



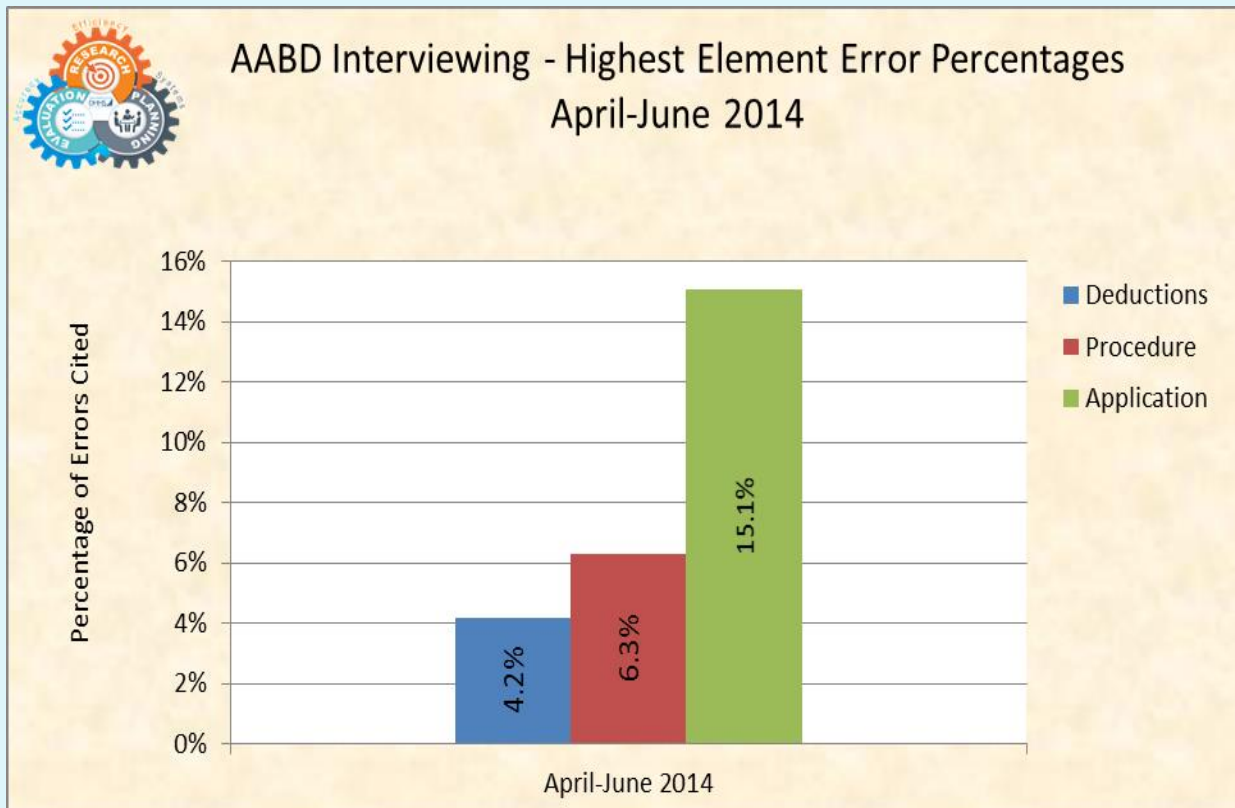
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Assistance to the Aged, Blind, or Disabled Payment: Interviewing

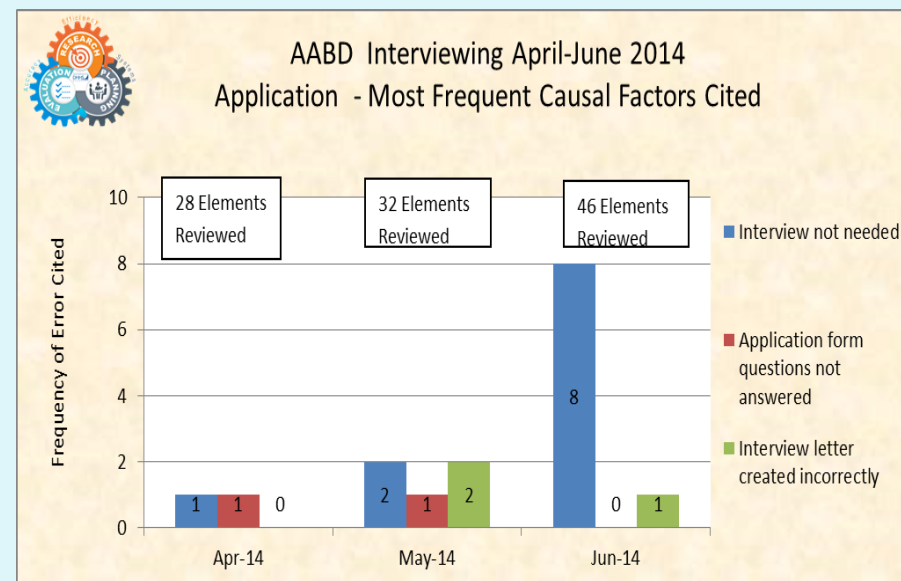
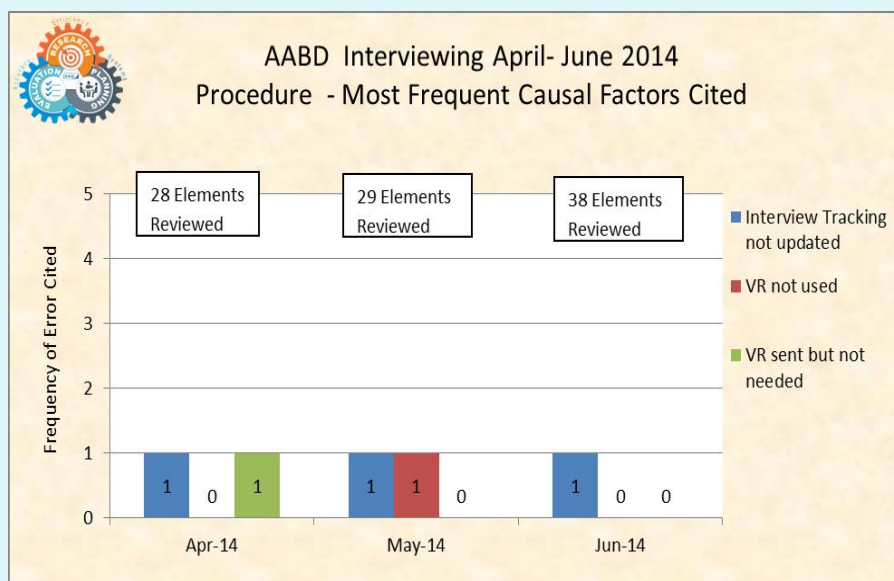
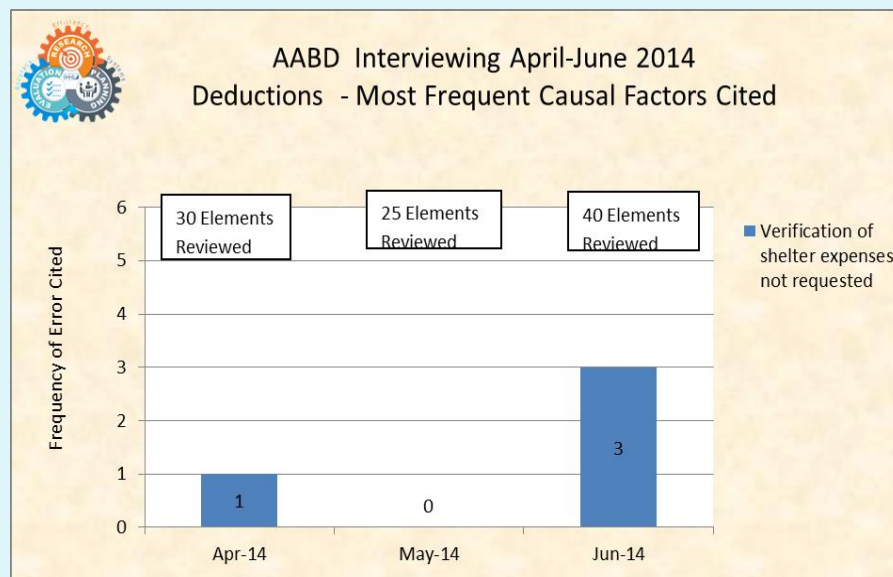
Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Success Stories:

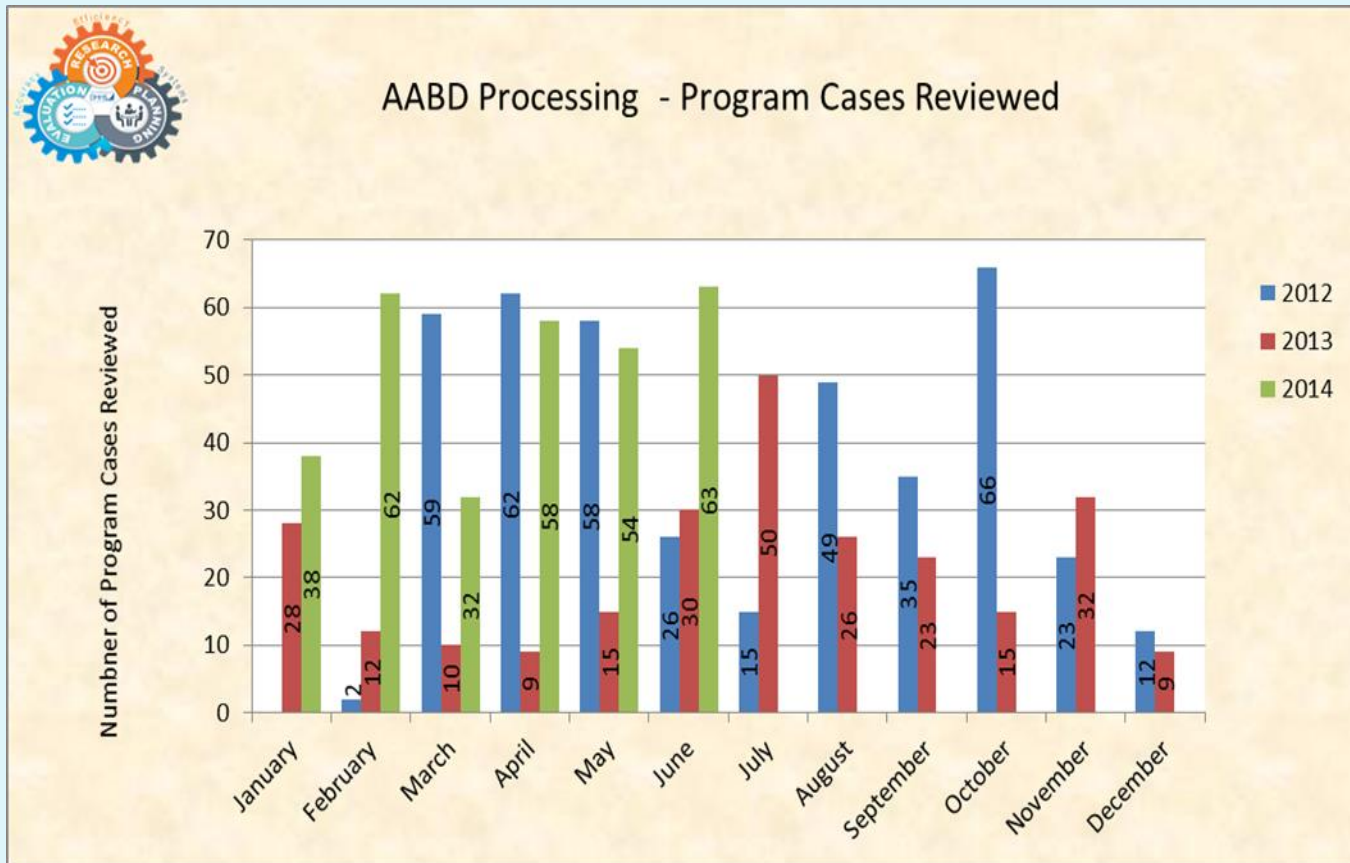
1. Deductions: Removed Causals:
 - Inconsistency in shelter expense not addressed & Verification of shelter not needed, both last cited 2/2014



Assistance to the Aged, Blind, or Disabled Payment: Interviewing



Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Processing

Strengths/Accomplishments:

SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Action Items:

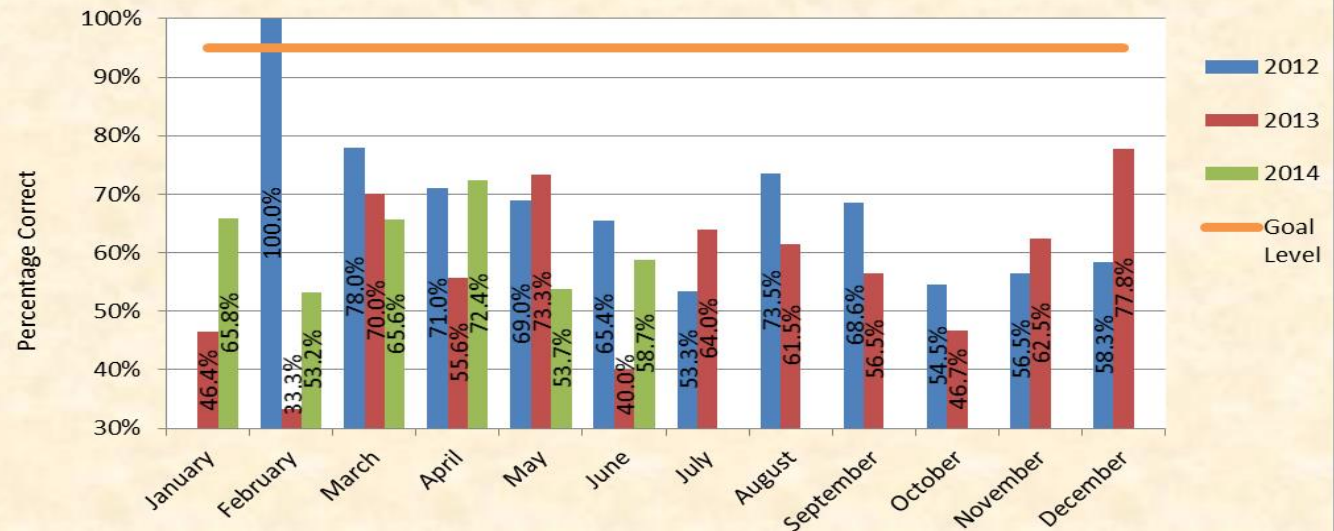
1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15067 will correct deeming logic for payment only cases.

Barriers:

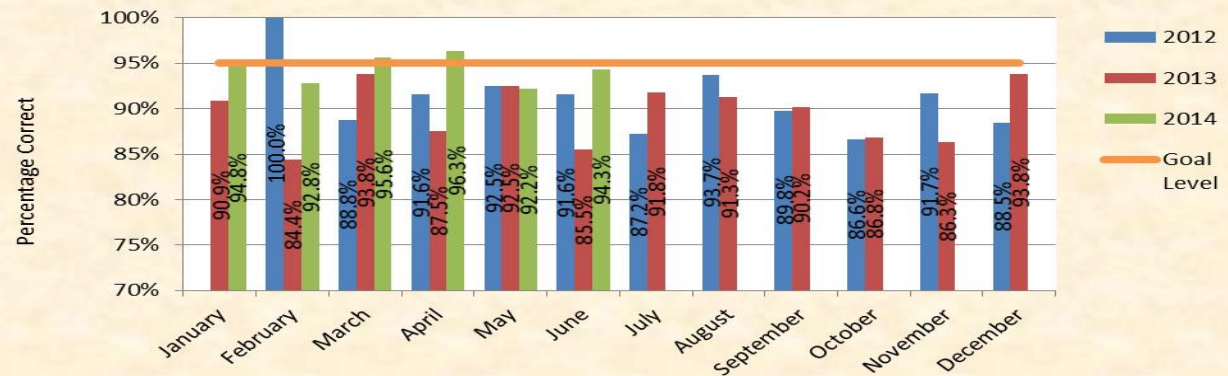
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



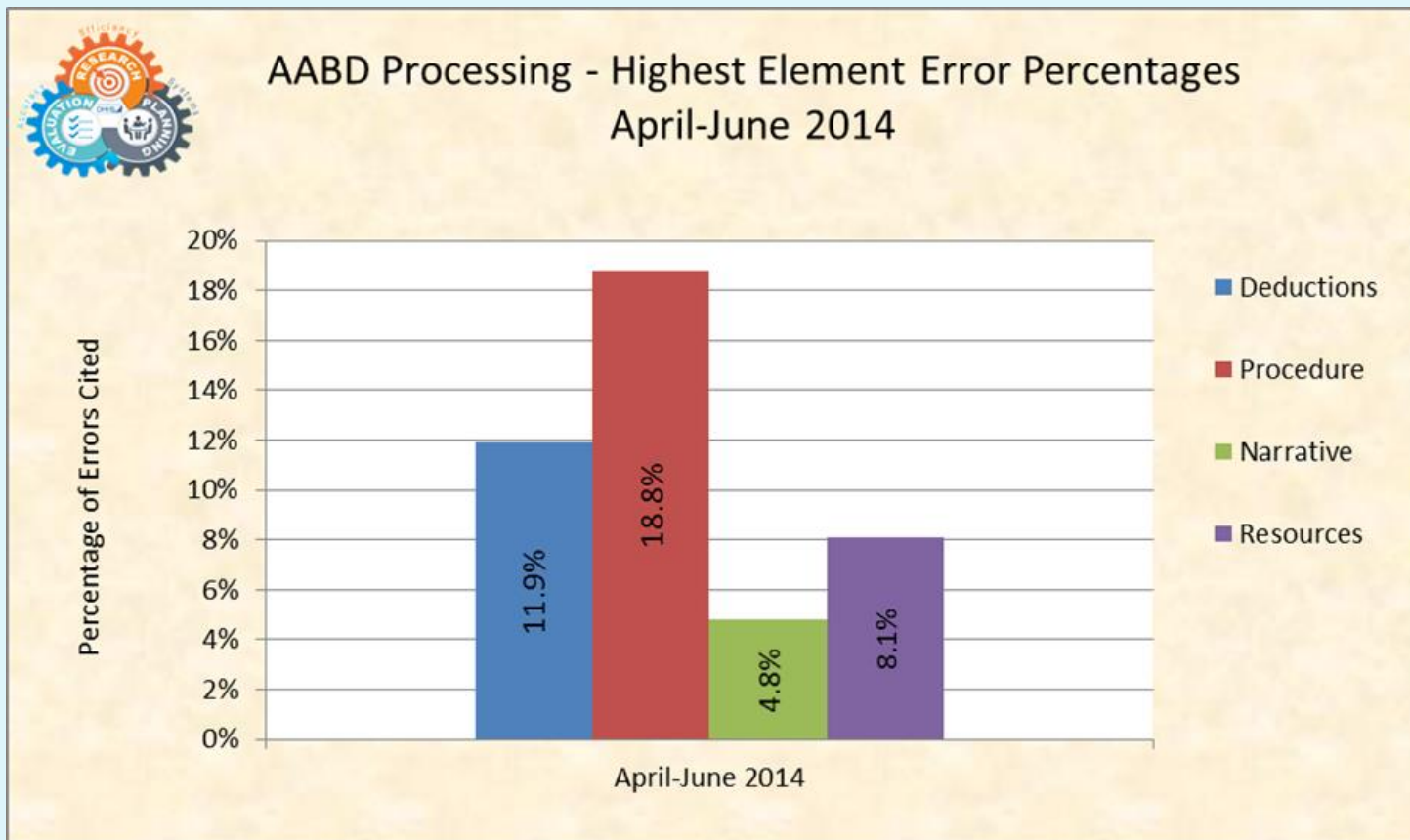
Internal Review - AABD Processing Overall Case Accuracy Comparison



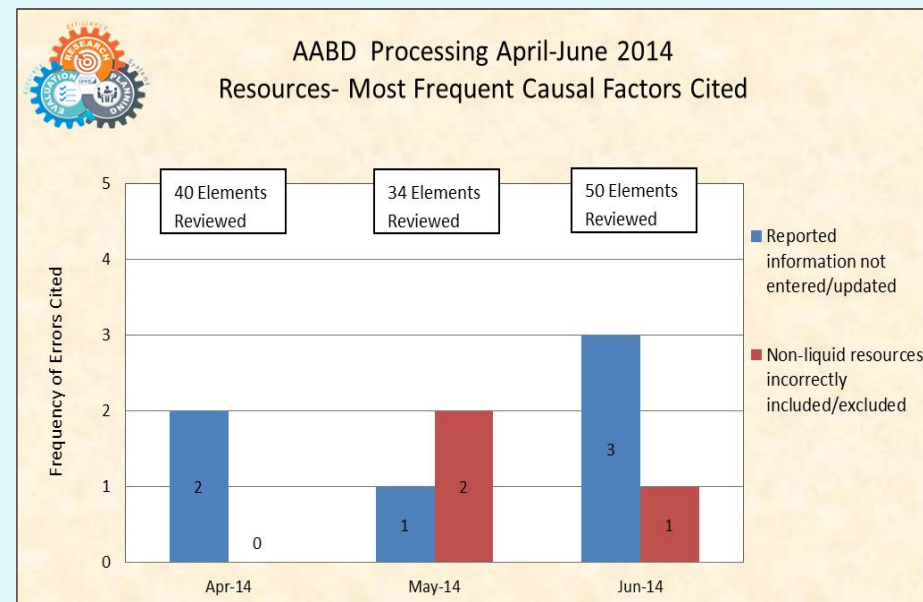
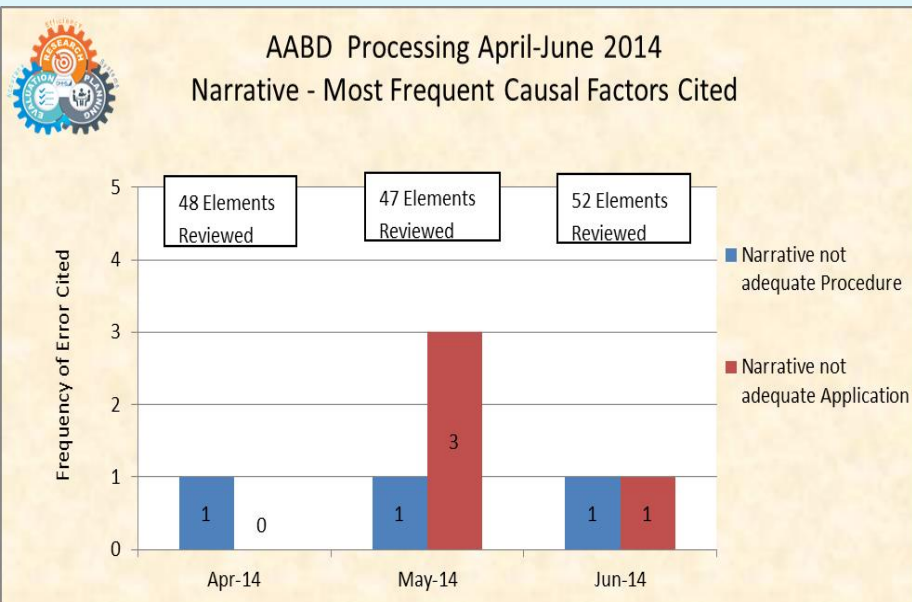
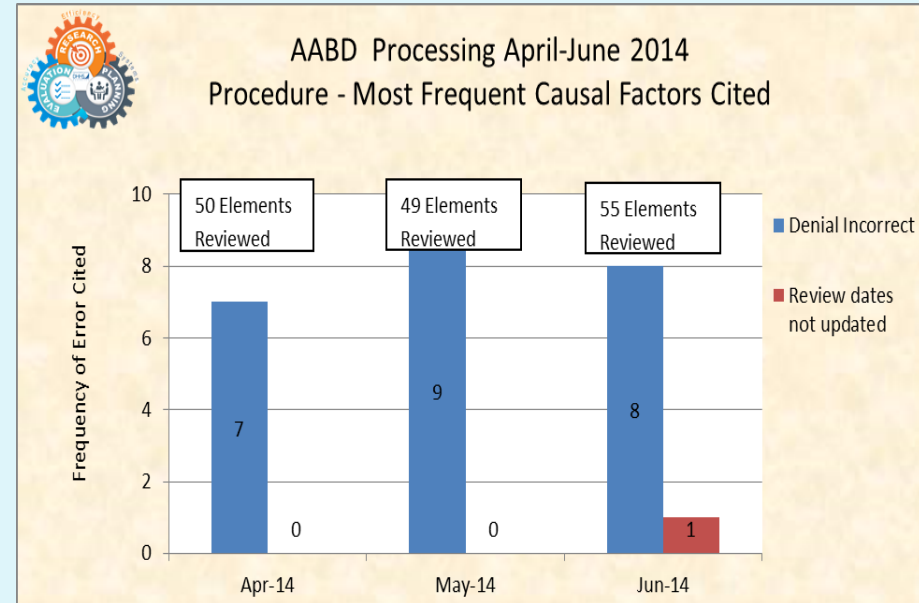
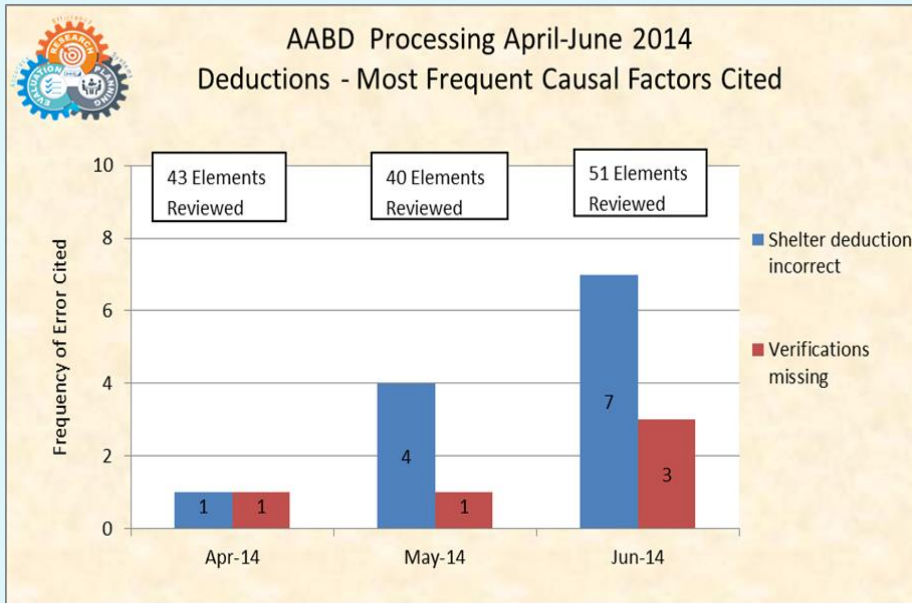
Internal Review - AABD Processing Overall Element Accuracy Comparison



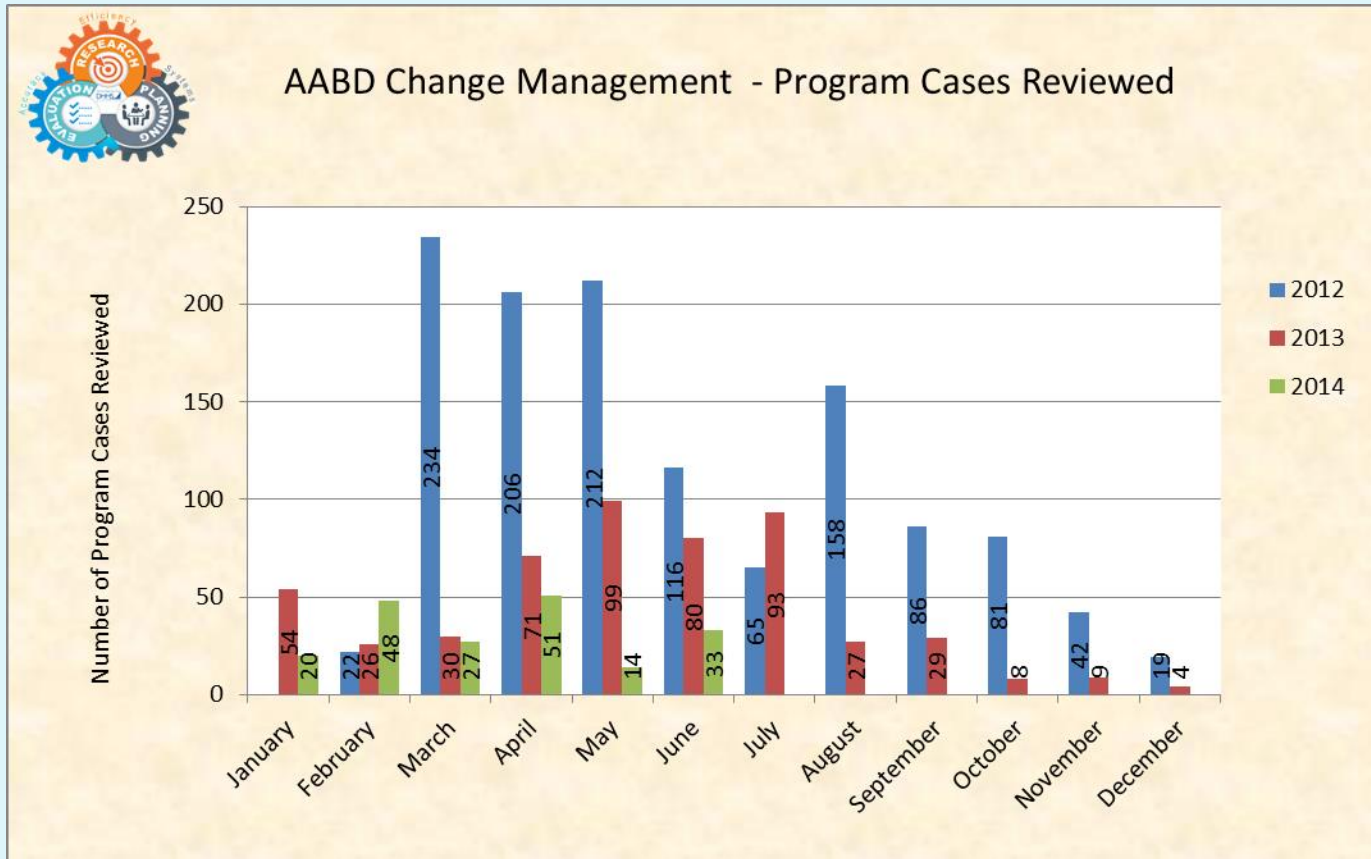
Assistance to the Aged, Blind, or Disabled Payment: Processing



Assistance to the Aged, Blind, or Disabled Payment: Processing



Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Change Management

Strengths/Accomplishments:

SCR:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

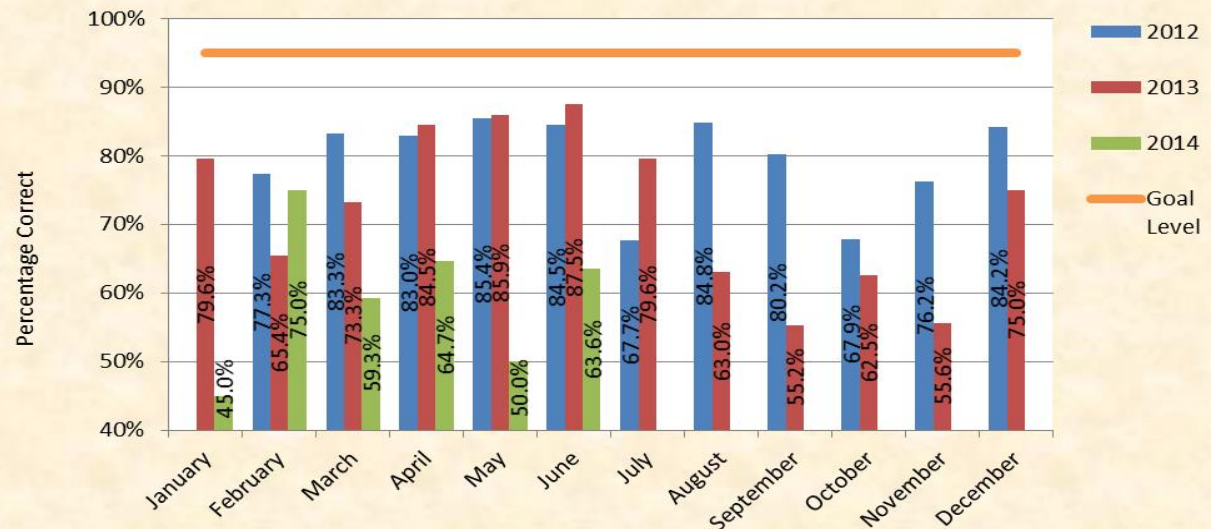
Action Items:

Barriers:

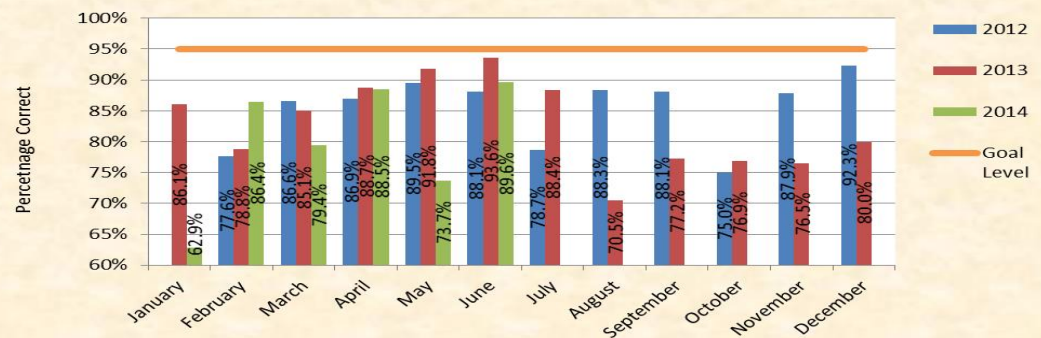
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



Internal Review - AABD Change Management Overall Case Accuracy Comparison



Internal Review - AABD Change Management Overall Element Accuracy Comparison



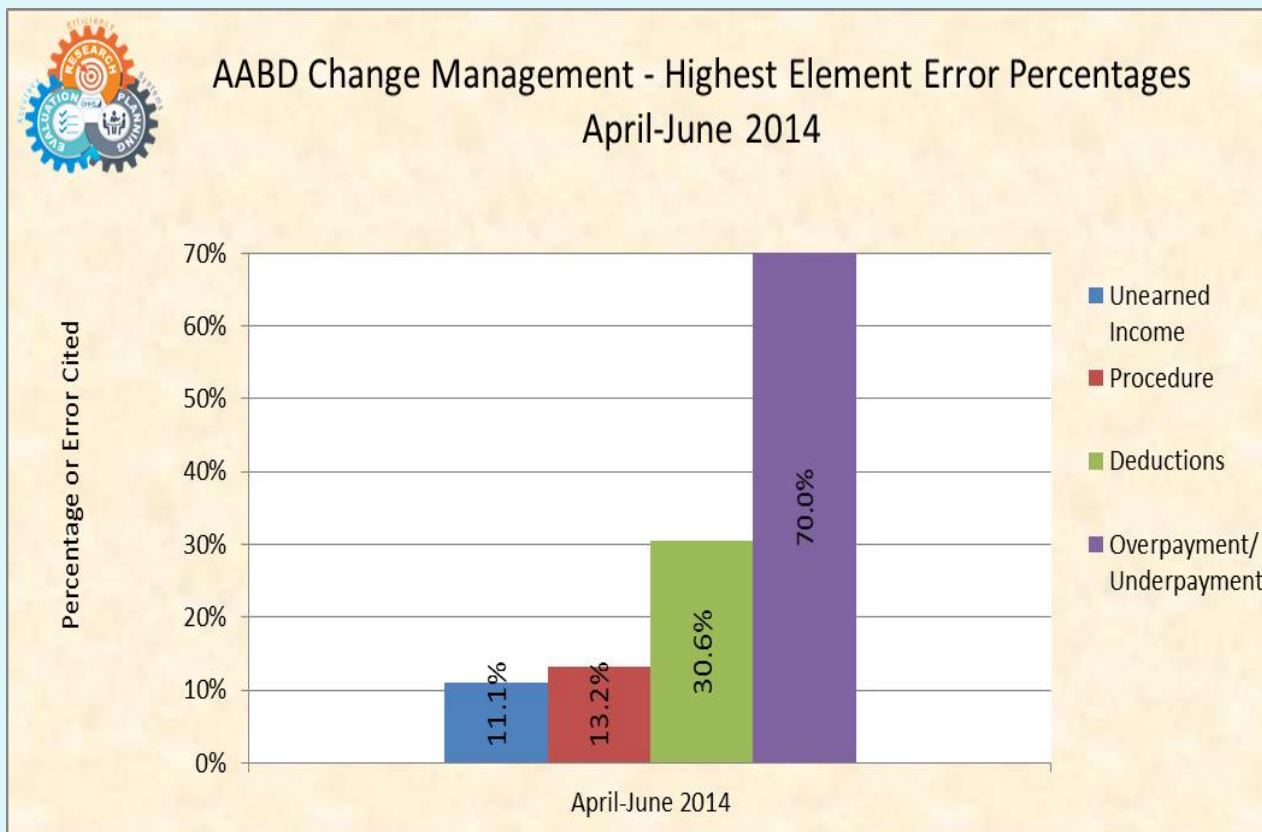
Assistance to the Aged, Blind, or Disabled Payment: Change Management

Assistance to the Aged, Blind, or Disabled Payment: Change Management

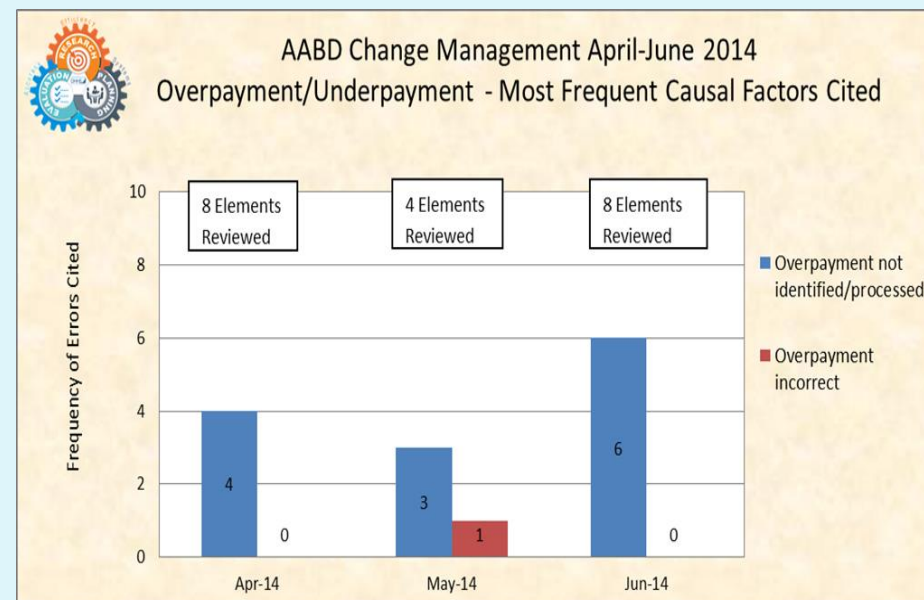
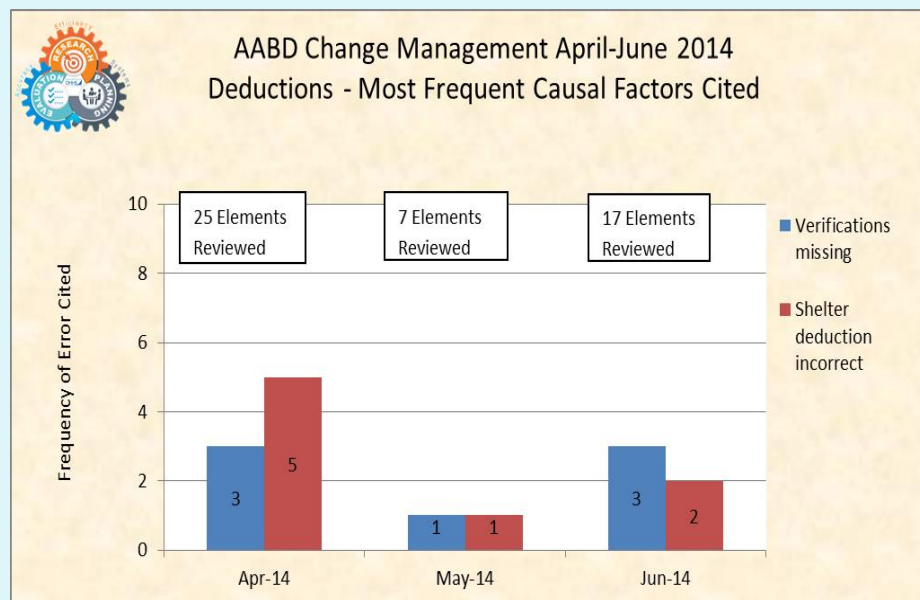
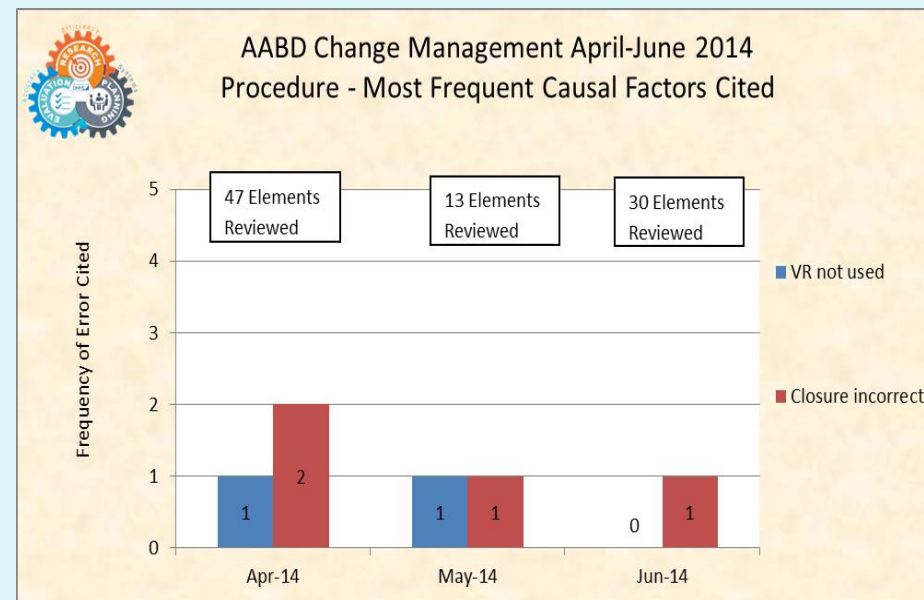
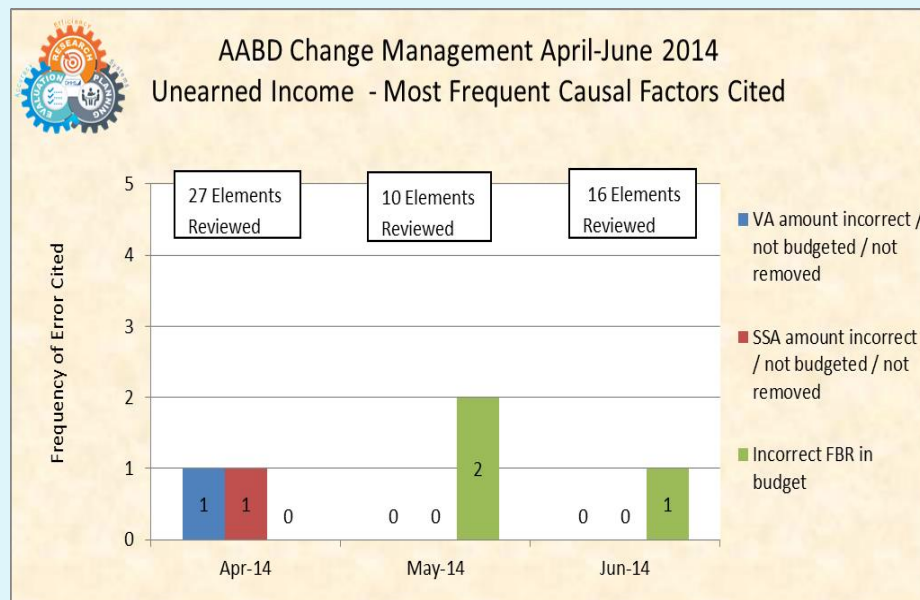
Success Stories:

1. Procedure

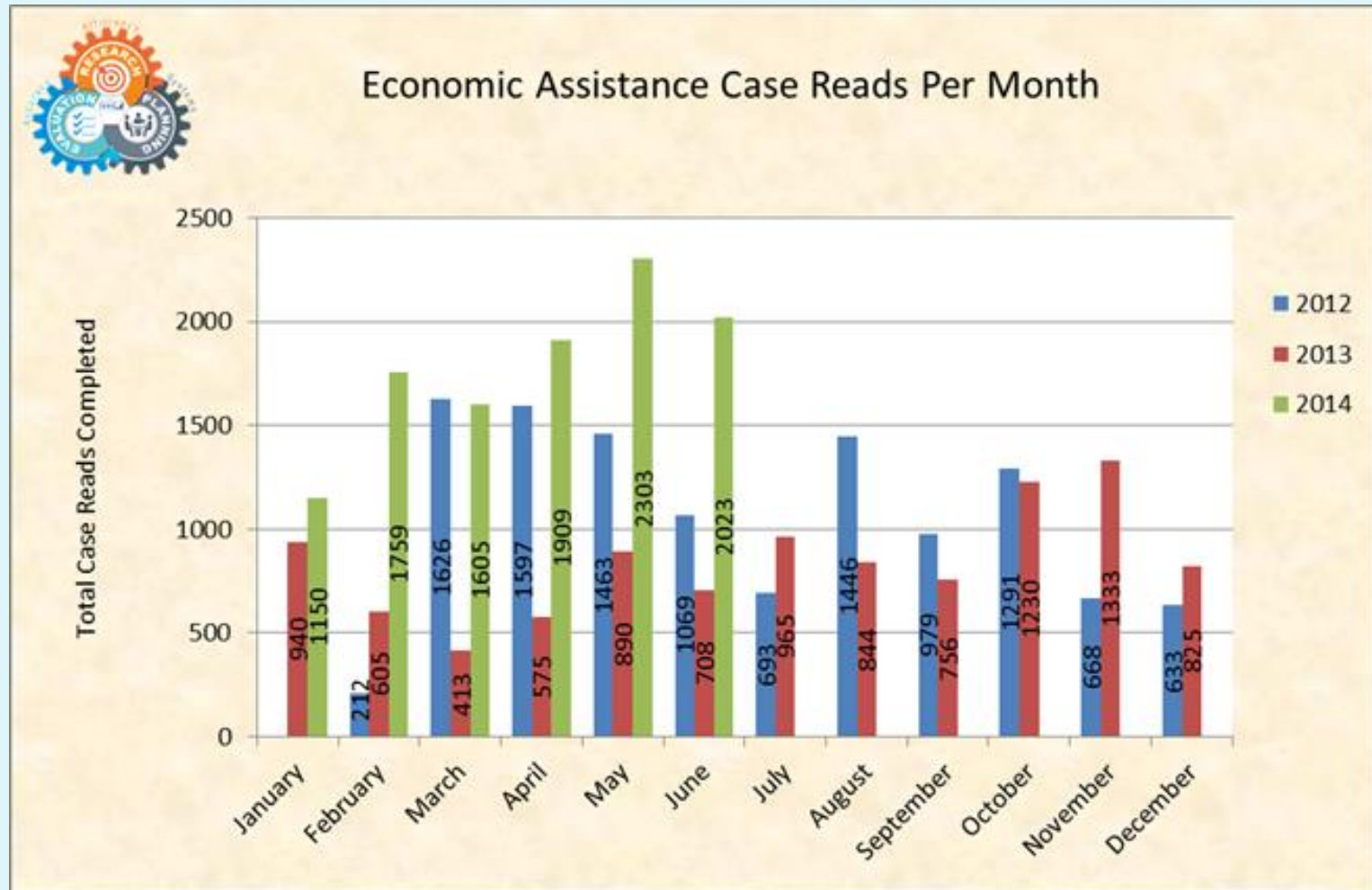
- Removed Causal: Review dates not updated, last error cited 03/2014



Assistance to the Aged, Blind, or Disabled Payment: Change Management



Total Case Reviews Completed



CHAPTER 5: WORKFORCE STABILITY

Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

Goal Statement: Economic Assistance is well-qualified, trained, supervised and supported.

SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

Action Items:

Barriers:

Location of SSW + SSW/T	May 2014 as of 5/1/2014			June 2014 as of 6/2/2014			July 2014 as of 7/1/2014		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA	1	28	3.6%	1	28	3.6%	2	28	7.1%
Eastern Service Area EA	3	45	6.7%	2	45	4.4%	0	45	0.0%
Northern Service Area EA	2	23	8.7%	3	23	13.0%	4	23	17.4%
Southeast Service Area EA	1	33	3.0%	1	33	3.0%	2	33	6.1%
Western Service Area EA	0	20	0.0%	0	20	0.0%	0	20	0.0%
<i>Local Office Total</i>	7	149	4.7%	7	149	4.7%	8	149	5.4%
Fremont CSC	7	119	5.9%	3	119	2.5%	8	119	6.7%
Scottsbluff CSC	5	82	6.1%	4	82	4.9%	6	82	7.3%
<i>Customer Service Center Total</i>	12	201	6.0%	7	201	3.5%	14	201	7.0%
Total	19	350	5.4%	14	350	4.0%	22	350	6.3%

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state..